

Licensing Sub-Committee

Agenda

Tuesday 27 September 2022 at 6.30 pm

This meeting will be held remotely

Watch the meeting live: [youtube.com/hammersmithandfulham](https://www.youtube.com/hammersmithandfulham)

MEMBERSHIP

Administration:	Opposition:
Councillor Paul Alexander (Vice-Chair) Councillor David Morton	Councillor Dominic Stanton

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Public Notice

This meeting will be held remotely. Members of the press and public can watch the meeting live on YouTube: [youtube.com/hammersmithandfulham](https://www.youtube.com/hammersmithandfulham)

Speaking at Licensing meetings is restricted to those who have submitted a representation and registered to speak.

Date Issued: 16 September 2022

Licensing Sub-Committee Agenda

27 September 2022

<u>Item</u>		<u>Pages</u>
1.	APOLOGIES FOR ABSENCE	
2.	DECLARATIONS OF INTEREST <p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
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4.	PIZZA PRONTO, 30 NORTH END CRESCENT, W14 8TD (8 PM OR AFTER CONSIDERATION OF THE FIRST ITEM)	133 - 171

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1. THE APPLICATION

On 22 July 2022, World Wide Festival UK Ltd (“the applicant”) submitted an application for a new premises licence to be granted in respect of the premises known as London Oktoberfest located at Lillie Road Recreation Ground, Lillie Road, London.

1.1 Application Requested

The applicant has applied for a new premises licence for the performance of live music, playing of recorded music and sale of alcohol only, during Thursdays to Sundays for one or two weeks each year in the period between September and November as outlined below:

Performance of Live Music -Indoors Only

Thursday	17:00 - 22:00
Friday	17:00 - 22:00
Saturday	11:00 - 22:00
Sunday	12:30 - 19:00

Playing of Recorded Music -Indoors Only

Thursday	16:00 - 22:45
Friday	16:00 - 22:45
Saturday	11:00 - 22:45
Sunday	12:30 - 19:15

Sale of Alcohol On the Premises

Thursday	16:00 - 22:30
Friday	16:00 - 22:30
Saturday	11:00 - 22:30
Sunday	12:30 - 19:00

Hours Open to the Public

Thursday	16:00 - 23:00
Friday	16:00 - 23:00
Saturday	11:00 - 23:00
Sunday	12:30 - 19:30

A copy of the application form, plan and event management plan can be seen on pages 11-118 of this report.

1.2 Applicants Operating Schedule

The applicant has proposed a number of steps to promote the four licensing objectives if the application is granted. A copy of these steps can be seen on pages 15-16 of this report.

On 16 August 2022, following correspondence received from the Police, the applicant agreed to add extra conditions to their licence if granted. A copy of this amendment and relevant correspondence can be seen on pages 119-123 of this report.

2. BACKGROUND

Based on the application form London Oktoberfest is a floored tent 30m X 70m with a toilet area and a production/kitchen area. The applicant has stated that the tent will be filled with long rows of tables and benches, a stage and a bar and food area.

The main access to the premise's unit will be located on Lillie Road. There is a mixture of both residential and commercial premises within the area (150m buffer zone). A map showing the location of the premises and neighbouring licensed premises can be seen on pages 124-125 of this report.

There are several options for transport away from the area including buses and taxis which run from in and around the Lillie Road and Fulham Palace Road area. Hammersmith tube station is a 15-minute walk away and Barons Court tube station is a 13-minute walk away.

3. CONSULTATION

A public notice was displayed at the premises for 28 days. The application was advertised in a local circular and all statutory consultees were notified as required by the Regulations. The Council has served written notice of hearing upon the applicant and all those parties that have made representations in respect of the application.

3.1. Relevant Representations

The licensing section received one representation from Cllr. Adronie Alford objecting to the licence application. A copy of this representation can be seen on page 126 of this report.

The licensing section received three representations from local residents objecting to the licence application. A copy of these representations can be seen on pages 127-130 of this report.

The licensing section received comments from the Fulham Broadway BID supporting the licence application. A copy of these comments can be seen on pages 131-132 of this report.

4. OTHER INFORMATION

4.1 Enforcement History

There have not been any warnings, simple cautions or prosecutions given in respect of the premises during the past three years.

4.2 Temporary Event Notices ("TENS")

No TENs have been submitted in respect of this premises in the past twelve months.

5. POLICY CONSIDERATIONS

5.1 Section 5 pages 12 and 13 of the Statement of Licensing Policy (“SLP”) states that in order to ensure the promotion of the four Licensing Objectives the Licensing Authority will require applicants to detail in their operating schedule:

- the steps proposed to promote the licensing objective of the prevention of crime and disorder on, and in the vicinity of, the premises, having regard to their location, character, condition, the nature and extent of the proposed use and the persons likely to use the premises;
- the steps proposed to ensure the physical safety of people using the relevant premises or place;
- how they intend to prevent nuisance arising, prevent disturbance and protect amenity so far as is appropriate to ensure that the Licensing Objectives are met. Where there is a relevant representation regarding extended hours, the Licensing Authority will not permit an extension unless it is satisfied that the Licensing Objectives would be met;
- the measures and management controls in place to protect children from harm. Where appropriate a written childcare policy should be available and be incorporated in the induction of staff.

5.2 Policy 3 page 21 of the SLP states that where there is a relevant representation, the Licensing Authority will consider each particular case on its merits having regard in particular to the following matters:

- a) Whether the licensed activities are likely to have an adverse impact especially on local residents and, if there is potential to have an adverse impact, what, if any, appropriate measures will be put in place to prevent it;
- b) Whether there will be a substantial increase in the cumulative adverse impact from these or similar activities, on an adjacent residential area;
- c) Whether there is a suitable level of public transport accessibility to and from the premises at the appropriate times;
- d) Whether the activity will be likely to lead to a harmful and unmanageable increase in car parking demand in surrounding residential streets suffering high levels of parking stress or on roads forming part of the Strategic London Road Network or the London Bus Priority Network leading to a negative impact on the Licensing Objectives relating to the prevention of crime, disorder, anti-social behaviour (ASB), nuisance and vehicle emissions;
- e) Whether there have been any representations made by Responsible Authorities, or other relevant agency or representative.

5.3 Policy 8 page 27 of the SLP in relation to large outdoor events states that the Licensing Authority will expect applicants and organisers of large temporary events to produce a satisfactory Event Management Plan for their event and to comply with any recommendations made by the SAG.

The Licensing Authority recommends that for significant events and the use of promoters as defined in the glossary, a comprehensive risk assessment is undertaken by premises licence holders to ensure that crime and disorder and public safety matters are identified and addressed.

Accordingly, for premises that wish to stage promotions or events the Licensing Authority recommends that applicants address the Risk Assessment and debrief processes in their operating schedule.

Generally, applicants are advised to offer only the following conditions in their Operating Schedule.

- The Licensee shall comply with the Event Management Plan submitted to and approved by the Licensing Authority.
- The Event shall be run in accordance with the site plan submitted to, and approved by, the Licensing Authority. No changes shall be made to the site plan without the prior written consent of the Licensing Authority.

This approach allows the event organiser flexibility to make changes to the layout of the event or to specific activities without the need to make a fresh application for a Premises Licence or an application to vary the Premises Licence already granted. Without this approach, any changes made could be unauthorised and possibly result in enforcement action.

5.4 Policy 11 page 30 of the SLP states that population densities in this borough are high, with many residential premises located above or in close proximity to licensed premises. This means that the public nuisance and crime and disorder objectives will be of paramount concern when evaluating Operating Schedules. Licensing Committees will place high regard on the control measures put in place by the applicant to ensure that our residents are protected from the potential detrimental effects of any licensed premises.

5.5 Policy 16 page 34 of the SLP in relation to safety of women and girls in licensed settings states that we expect that all staff working at music festivals, including vendors, be given compulsory safeguarding training, as the Licensing Authority will consider this when approving events. This training might be similar to training provided in voluntary schemes in other licensed premises, such as Ask Angela or the licensing security and vulnerability initiative (Licensing SAVI). This training should be documented in any event management plan which is in place at the premises.

The licensing authority also expects a more formal and higher standard for outdoor music festivals owing to the comparatively younger age of festival-goers and the additional vulnerability that may arise.

5.6 Annex 1 page 36 of the SLP in relation to the prevention of crime and disorder states licence applicants will be expected to demonstrate the following in their operating schedules:

h) Crime and disorder in the vicinity of the premises: this may include the crime and disorder risks arising from persons queuing to enter the premises; persons exiting the premises and customers smoking eating or drinking in outdoor areas and on the highway outside the premises. This can also include crime arising from pickpockets and bag snatchers, particularly in open spaces or crowded areas where alcohol is being consumed.

i) alternative to glass bottles and glasses - restricting the use of glass bottles and beer glasses to customers in preference for containers made from polycarbonate materials.

- j) **CCTV** - using CCTV inside and/or outside the premises together with appropriate procedures and having staff properly trained to use CCTV equipment.
- k) **dispersal procedures** - establishing appropriate dispersal procedures to minimise the potential for crime and disorder when customers are leaving the premises.
- l) **dealing with and reporting crime and disorder** - training for staff and door security aimed at reducing crime and disorder in the premises and its vicinity and dealing with and reporting incidents if they occur.
- m) **door staff** - considering whether the premises employs a sufficient number of SIA registered door staff, whether Door Premises Supervisors check the legitimacy of the badges and whether SIA staff display their badges prominently. (Note: All door supervisors must be Security Industry Authority (SIA) registered).
- n) **drugs and weapons** - ensuring compliance with relevant guidance regarding illegal drugs and weapons. Attention should be paid to search procedures, procedures for the safe storage and surrender of seized drugs and weapons and drug awareness issues, designing out the ability to take drugs in the premises, etc.
- o) **excessive drinking** - training for staff to recognise when customers are becoming drunk and adopting appropriate 'cut off' procedures for drunken customers, so as to reduce the likelihood of fights or aggressive behaviour.
- q) **prevention of theft** - using bag hooks and signage to warn customers of pickpockets and bag snatchers.
- r) **Event type** - in some cases the type of regulated entertainment proposed could attract elements which increase the possibility of violence and/or disorder occurring in, or in the vicinity of, the premises. For example, some externally promoted live music events carry an increased risk of violent crime and disorder. It may be appropriate to carry out a risk assessment of the activities proposed, however this would be in a guidance capacity to help support the business in question. Any such assessments should be emailed to: AWMailbox.Licensing@met.police.uk before the event is agreed. Where a large outdoor event is planned this Authority and the Police recommend that the organisers consult with 'relevant parties' as early in the planning stages as possible. 'Relevant parties' would include local residents, local businesses, schools, charitable organisations, responsible authorities and relevant local authority departments. Consideration of timing of events should be given in relation to football matches and other large pre-planned annual events within the locality and surrounding boroughs.

5.7 Annex 1 page 38 of the SLP in relation to the public safety states that the following provides a non-exhaustive list of risks associated with the public safety objective that applicants may want to consider when preparing their Operating Schedule:

- d) **special effects** - whether music and dance venues and performance venues will use equipment or special effects, e.g. moving equipment, vehicles, pyrotechnics, strobe lights, smoke machines, etc.
- e) **incident and occurrence book** – keeping an incident book on the premises so staff can record any instances of crime, disorder, refused sales, ejections and intimidating behaviour.
- f) **risks associated with special promotions/events** – ensuring compliance with guidance from the Metropolitan Police relating to specific event risk assessments for externally promoted live music events well in advance of the event. Risk assessment forms can be obtained from the Metropolitan Police Licensing Officer.
- g) **getting home safely** - providing information to customers and staff (including contact telephone numbers) regarding safer options available for travelling home late at night - including night buses, licensed taxis and private hire (mini-cabs).

h) **overcrowding** - developing policies and procedures regarding capacity to prevent overcrowding and patrons possibly becoming aggressive.

i) **premises environment** - applicants should consider the physical environment of the premises and have regard to issues that could increase the likelihood of patrons becoming agitated or aggressive. This may include procedures regarding door supervision, identification and management of drunken customers and issues of overcrowding and capacity, which may result in patrons becoming aggressive or rowdy.

5.8 Annex 1 pages 38 to 40 of the SLP in relation to the prevention of public nuisance states that the Licensing Authority will particularly consider the following matters where they are material to the individual application:

- ii. The proximity of residential accommodation;
- iii. The type of use proposed, including the likely numbers of customers, proposed hours of operation and the frequency of activity;
- v. The steps taken or proposed to be taken by the applicant to prevent disturbance by customers arriving at or leaving the premises.
- viii. The steps taken or proposed to be taken by the applicant to prevent queuing (either by pedestrian or vehicular traffic). If some queuing is inevitable then queues should be diverted away from neighbouring premises or be otherwise managed to prevent disturbance or obstruction;
- ix. The steps taken or proposed to be taken by the applicant to ensure staff leave the premises quietly;
- x. The arrangements made or proposed for parking by patrons, and the effect of parking by patrons on local residents;
- xi. The provision for public transport in the locality (including taxis and private hire vehicles) for patrons;
- xii. The level of likely disturbance from associated vehicular and pedestrian movement to and from the premises;
- xiii. The delivery and collection areas and delivery/collection times;
- xv. The arrangements for refuse disposal, storage and the prevention/tidying of litter (including fly posters and illegal placards);
- xix. Any other relevant activity likely to give rise to nuisance;
- xx. Any representations made by the Police, or other relevant agency or representative;

The following provides a non-exhaustive list of risks associated with the public nuisance objective that applicants may want to consider when preparing their Operating Schedule:

j) **Deliveries/collections** – noise from deliveries to and/or collections (e.g. refuse) from the premises are another common source of complaint. Consider the times of such deliveries/collections and make sure you specify to any contractors that deliveries/collections should not be made at anti-social times. As a guide, the Noise and Nuisance Service recommend that deliveries/collections should only be made between the hours of 7:30am and 9:00pm, depending on the proximity of residential and/or other noise sensitive properties.

l) **Light pollution** – this is an increasingly common source of complaint, particularly from illuminated signs and external security lighting. Where provided, illuminated signs should not cause glare to neighbouring properties, ideally being turned off at

night, and external lighting should be angled and/or diffused to also prevent nuisance.

m) **Noise and/or vibration breakout** from the provision of regulated entertainment, particularly from (but not limited to) live music – consider what type of entertainment is to be provided, in what room/area of the premises and the suitability of the construction of this room/area to contain sound. Windows are a particular weak-point for noise break-out so consider providing regulated entertainment in a room without windows or with as few windows as possible, particularly windows that face towards nearby 40 residential properties. Where suitable, install a lobby to prevent spillage of noise each time an entrance/exit door is opened.

p) **Queue management** - establishing appropriate procedures to avoid the need for customers to queue before entering the premises or, where queuing cannot be avoided, to manage queues so as to minimise the potential for crime and disorder or public nuisance by customers who are queuing.

r) **Waste** – consider how and where waste will be stored/disposed of at the end of trading hours, particularly if trading until late at night. This is important because the disposal of glass and/or cans to outside bin areas can be very noisy and give rise to complaints, so it may be necessary to store such items and other non-degradable refuse inside the premises until the next trading day. Consideration should also be given to the time of deliveries to minimize disruption to local residents.

s) **Litter** – for example, litter patrols for late night take-away premises

5.9 Annex 1 page 40 of the SLP in relation to the protection of children from harm states that the Licensing Authority will require operating plans to specify the measures and management controls in place to protect children from harm. Where appropriate a written childcare policy should be available and be incorporated in the induction of staff.

6. DETERMINATION

6.1 In determining this application, the Committee must have regard to the representations and take such of the following steps as it considers necessary for the promotion of the licensing objectives. The steps are:

(a) Grant the application in full

(b) Grant the application in part – modifying the proposed hours, activities or conditions.

(c) Reject the application.

It is the Council's duty under the Licensing Act 2003 ("The Act") to determine applications with a view to promoting the four licensing objectives; Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and the Protection of Children from Harm.

In reaching a decision the Council shall consider the details of any relevant representations received; the applicant's Operating Schedule; the Council's adopted Statement of Licensing Policy and the guidance issued by the Secretary of State under section 182 of the Act.

If the Committee is minded to grant the application, conditions may be attached to the licence to alleviate the concerns raised through any representation(s).

Application for a premises licence to be granted under the Licensing Act 2003

Case number 2022/01154/LAPR
Payment transaction 256-72850
reference
Amount paid £100
Date submitted 22/07/2022
Are you the applicant or their Agent?
agent?

PREMISES DETAILS

Premises address
Lillie Road Fitness Centre Lillie Road, London SW6 7PD
If the premises could not be found please enter the address here, or if the premises has no address give a detailed description (including the Ordnance Survey references)
Lillie Road Recreation Ground inside the park
Trading name (if any) London Oktoberfest
Telephone number at the premises (if any) 02081332210
Are the premises in the course of construction?
No
Non-domestic rateable value 0
if the premises
Will the premises be exclusively or primarily used for the supply of alcohol for consumption on the premises?
Yes

APPLICANT DETAILS

I am applying as a person other than an individual
Please confirm if you are applying as as a limited company/ limited liability partnership
Applicant name World Wide Festival UK Ltd.
Address 160 City Road
London
EC1V 2NX
Registered company number 11129423
Telephone number [REDACTED]
Email address [REDACTED]
I confirm that: I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities

Alternative details for correspondence

Contact name (if different from premises user)
Business name

Correspondence address

Daytime/ business telephone
number

Evening/ home telephone
number

Mobile phone number

Email address

OPERATING SCHEDULE

When do you want the premises licence to start?

01/09/2022

If you want the licence to be valid for only a limited period, when do you want it to end?

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend

Please give a general description of the premises.

London Oktoberfest, we build a floored tent 30x70m, add a toilet area and a production/kitchen area. The tent will be filled with long rows of tables and benches, a stage and a bar and food area. There is only one entrance/exist and SIA security.

What licensable activities do you intend to carry on from the premises?

live music,recorded music,supply of alcohol

HOURS OPEN TO THE PUBLIC

Standard days

Mondays

Start

Finish

Tuesdays

Start

Finish

Wednesdays

Start

Finish

Thursdays

Start 16:00

Finish 23:00

Fridays

Start 16:00

Finish 23:00

Saturdays

Start 11:00

Finish 23:00

Sundays

Start 12:30

Finish 19:30

Please state any seasonal variations

Only 1 or 2 weekends each year in the period September to November

Non standard timings. Where you intend to use the premises at different times to those listed above, please list

LIVE MUSIC

Please give further details
here

We bring an Oktoberfest band from Germany to present live musik. Live musik is play in blocks during the day and ends by 22:00

Will the performance of live music take place indoors, outdoors or both?

Indoors

Standard days

Mondays

Start

Finish

Tuesdays

Start

Finish

Wednesdays

Start

Finish

Thursdays

Start 17:00

Finish 22:00

Fridays

Start 17:00

Finish 22:00

Saturdays

Start ~~12:00~~ 11:00

Finish 22:00

Sundays

Start 12:30

Finish ~~19:00~~ 19:00

Please state any seasonal variations

Only one or two weeks each year in the period September to November

Non standard timings. Where you intend to use the premises for live music at different times to those listed above, please list.

RECORDED MUSIC

Please give further details
here

We the band brakes we play recorded music

Will the performance of recorded music take place indoors, outdoors or both?

Indoors

Standard days

Mondays

Start

Finish

Tuesdays

Start

Finish

Wednesdays

Start

Finish

Thursdays

Start 16:00

Finish 22:45

Fridays

Start 16:00

Finish 22:45

Saturdays

Start 11:00

Finish ~~22:24~~ 22:45**Sundays**

Start 12:30

Finish ~~19:30~~ 19:15

Please state any seasonal variations

only 1 or 2 weekends in September to November

Non standard timings. Where you intend to use the premises for recorded music at different times to those listed above, please list.

SUPPLY OF ALCOHOL

Please give further details
here

At Oktoberfest we offer German beer and digestives

Will the supply of alcohol be for consumption on the premises, off the premises or both?

On the premises

Standard days

Mondays

Start

Finish

Tuesdays

Start

Finish

Wednesdays

Start

Finish

Thursdays

Start 16:00
Finish 22:30

Fridays

Start 16:00
Finish 22:30

Saturdays

Start 11:00
Finish 22:30

Sundays

Start 12:30
Finish ~~22:00~~ 19:00

Please state any seasonal variations

Only one or two weekends in the period September till November

Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed above, please list.

Details of the individual whom you wish to specify on the licence as the designated premises supervisor

Full name Mr Carsten RAun

Date of birth

Home address of
prospective designated
premises supervisor

Personal licence number (if
known)

Issuing authority (if known)

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

non

Describe the steps you intend to take to promote the licensing objectives

a) General- all four licensing objectives (b,c,d and e)

Oktoberfest aims to fulfill all of the rules of the licensing at of 2003 by staying in close contact with the HBHF Council and surrounding residents. Our goal is to minimize the event's impact on the everyday activities

b) The prevention of crime and disorder

Between 15 and 30 SIA will be employed during event days. Door searches will be conducted and those who are suspected of engaging in anti-social behaviour will be denied entrance. We will also stay in close contact with the local police.

c) Public safety

Early closing times mean that public transportation is still available for guests. Safety stewards will also be used to aid guests in making a quick departure from the event site.

d) The prevention of public nuisance

The tent will be closed once capacity is reached. Anti social behaviour will not be tolerated and anyone engaging in such behaviour will be removed from the premises. Also, a noise consultant will be on staff to monitor noise levels and ensure that event music stays within an acceptable range.

e) The protection of children from harm

People under the age of 18 are only allowed entry on the Sunday and only when accompanied by an adult over the age of 18. Furthermore, we will follow Check 25 protocol and request picture identification from anyone who appears to be under the age of 25.

DECLARATIONS

I have enclosed a plan of the premises

Yes

I have enclosed the consent form completed by the individual I wish to be designated premises supervisor

Yes

I understand I must now advertise my application

Yes

It is an offence, under section 158 of the Licensing Act 2003, to make a false statement in or in connection with this application. Those who make a false statement may be liable on summary conviction to a fine of any amount.

It is an offence under section 24b of the Immigration Act 1971 for a person to work when they know, or have reasonable cause to believe, that they are disqualified from doing so by reason of their immigration status. Those who employ an adult without leave or who is subject to conditions as to employment will be liable to a civil penalty under section 15 of the Immigration, Asylum And Nationality Act 2006 and pursuant to section 21 of the same act, will be committing an offence where they do so in the knowledge, or with reasonable cause to believe, that the employee is disqualified.

The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work.

I have the consent of any individuals or third parties listed in this form to provide their personal details and I am authorised to submit this application on behalf of all applicants.

I have read the privacy policy and agree for my details to be used by the council to contact me about this application and any changes to this service that may affect me.

I agree to the above

Yes I agree to the above declaration

Full name

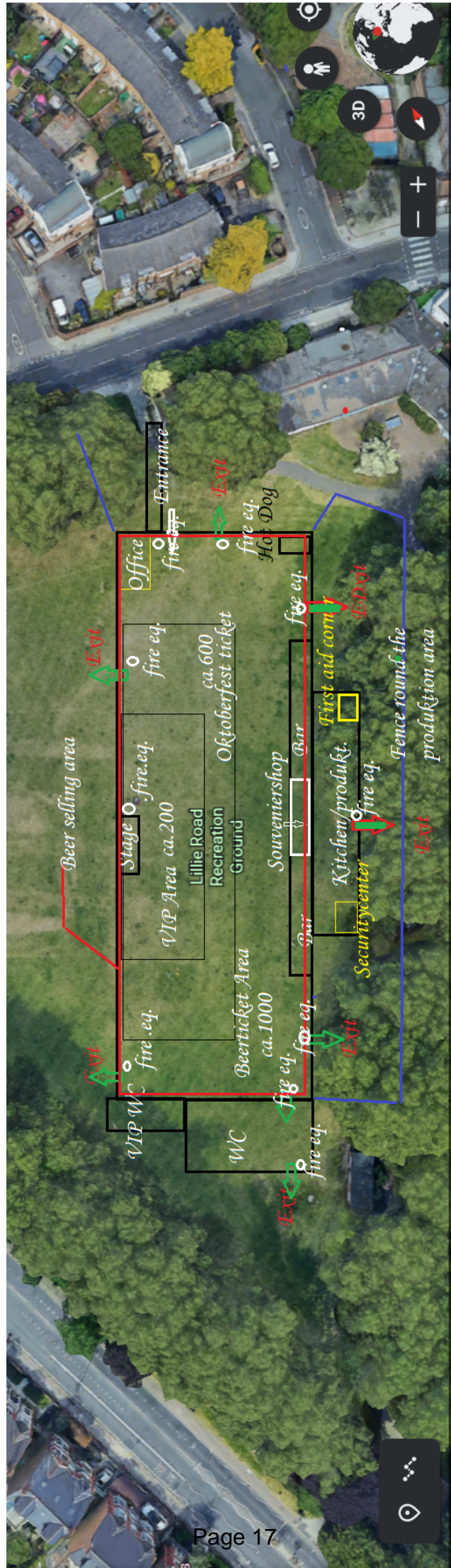
Carsten Raun

Capacity

Director

Date

22/07/2022



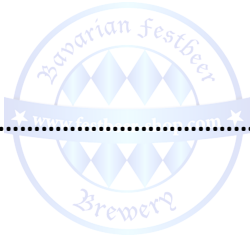
EVENT MANAGEMENT PLAN

London Oktoberfest

Event Location	Lillie Road Recreation Ground
Event Dates	27 th -30 th October and 3 rd to 5 th November
Organisation	World Wide Festival UK Ltd.
Document last updated	22/07/2022

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Document distribution	
• London Borough of Hammersmith and Fulham	• Kitchen Manager
• Production Company	• First Aid Cover Ltd.
• Event Manager	• Service Manager
• Square Manager	• Scotia Security
• Staff Manager	• Team leaders

** Please note that the EPAOG (Event Planning and Operation) is made up of all key internal and external stakeholders, i.e. police, fire brigade, ambulance, licensing, public safety, road events, noise team, legal and environmental health.

1. Introduction

The London Oktoberfest is a commercial event being held at Lillie Road Recreation Ground from the 20-23/10 and/or 3-5/11/2022 in a Marquee with a 1,800 person capacity, this mid-sized festival is one that we hope to make a recurring event which brings a friendly Bavarian party to Hammersmith and Fulham and the rest of London each year. The director, Carsten Raun, have over 13 years of experience in producing such events, with his first Oktoberfest taking place in 2009 in the city of Copenhagen. The festival has grown to now including several cities across Scandinavia and the United Scotia. He has been running 350 of those events since. The London Oktoberfest started 2011.

London Oktoberfest's goal is to bring Bavarian culture and fun to London. As financial restraints become ever more present, our event allows patrons the opportunity to experience a new culture from the comfort of their home town. Starting with the construction of a 2,100 m² tent, a Bavarian beer hall will be recreated in London in the Hammersmith and Fulham Borough. To successfully capture the spirit of Munich, the tent is decorated in the signature blue and white of the Bavarian flag. Visitors will be served imported German beer and food (including sausages and sauerkraut) by wait staff dressed in dirndls and lederhosen. The band (coming from Germany as well) will complete the effect with traditional and contemporary German music, mixed with british pop music.

Easy to reach and leave for the general public Lillie Road Recreation Ground is the perfect site for our event. Located squarely close to train and Overground station. Additionally the nearest neighbour are relatively far away so will alleviate concerns regarding noise pollution.

The sale of alcohol will operates under a Premises Licence, which will be applied for by World Wide Festival UK Ltd for the period 27/10 to 5/11. The event will be managed by World Wide Festival UK Ltd. with Director Carsten Raun and Event manager Herwig Pagitz as the key contact persons. Both will be at site all event days. Following opening hours for the respective event days are planned:

Day	Tent open	Live Music stops / DJ starts	Bar & Kitchen closex	DJ stops / background music starts	Background music stops	Tent close
Thursday	17:00	22:15	22:30	22:15	22:45	23:00
Friday	17:00	22:15	22:30	22:15	22,45	23:00
Saturday Shift 1	11:00	16:00	16:00	16:15	16:15	16:30

Shift 2	17:30	22:30	22:30	22:30	22:45	23:00
Sunday	12:30	19:00	19:00	19:15	19:15	19:30

Main Suppliers and contractors:

Infrastructure:	Kopenhagen Oktoberfest event euipment
Tent strucktures	Signature Marquees
Trackway	EVE
Frence and Toilets plus Track mats	Brandon Hire
Staff hire company	Chefs service
Security company	Scotia
Health and Safety management	World Wide Festival UK Ltd.
First Aid	Whrights K9 First Aid
Wast	Business Wast Ltd.

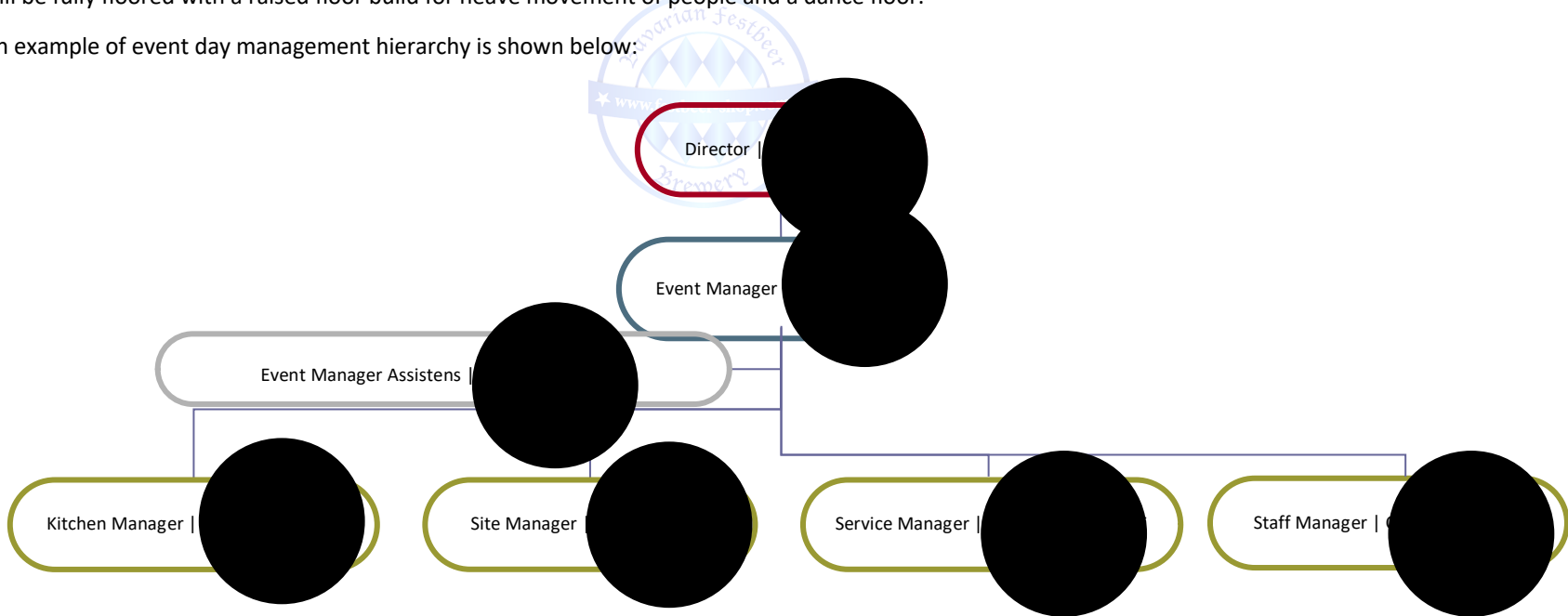
2. Event management

Structure

Carsten Raun is leading the management and production of World Wide Festival UK Ltd., with the assistance of several key support staff and production companies.. London Oktoberfest event since 2011 and saw approximately 10,000 people yearly over three weekends in attendance with no major health, safety, or legal concerns.

Different specialist production companies will be employed to deliver goods and services throughout the event. This includes technical support, music equipment and service personnel. Much of the site infrastructure is provided by a other UK tent constructor, Signature Maquees. The stage with the measurement of 5 x 8 meters and 60 cm high will be set up and breake down by the construction team of World Wide Festival UK. The stage is made for touring companies, 500 KG strain each square meter. When the musicians see that the stage is not 100% in a perfect condiion they immediately meet the construction team to repair. Specialist contractors in London will supply toilets, generators, fencing and most of our equipment. The tent will be fully floored with a raised floor build for heave movement of people and a dance floor.

An example of event day management hierarchy is shown below:



Key event management contacts

Role	Name	Responsibility	Mobile
Director		Highest Authority in overall event operations	
Event Manager		Overall event management	
Event Manager Assistant		Overall event management	
Site Manager		Infrastructure / Technical Manager	
Staff Manager		Point of contact for kitchen, service, and support staff	
Service Manager		Service	
Security Supervisor		Overall security	
Stage Manager		Stage technician	
Kitchen Manager		Overall Management for Kitchen	
Information Point		Information / General Queries	
Recycling / Waste Manager		Recycling and waste - cleaning	
Police Contact		Designated Police contact for the event	
Press Contact		Press and media enquiries	
Emergency Number	999		999
Fire / Police	999		999
On day police contact	t.b.a.	contact in case attendance is required	t.b.a.

Event Overview

Key aspects of the London Oktoberfest are:

Tent : A 2100 m² will be build up at Lillie Road Recreation Ground . Inside opposite of the entrance there will be a stage of 5 x 8 m, where our Band & DJ will play a variety of german music. The tent will be filled with benches and long tables for a total capacity of 1,800 guests. There will be a reception / information point close to the main entrance. Also, next to the entrance there will be a wardrobe and a souvenir shop. A giant bar will be located on one side of the tent. Overall there is table service.

Operations: A kitchen area (30x10m) will be placed on one side of the tent. This area will be comprised of 1 production tent (30m x 9m). We want to apply for a squareing suspension and square outside the square; 1 Cooling Truck (artic), 1 tanker truck filled with beer (tank) and some waste bins screnn covered.. The production area is totally closed to the public and will be screened of nice so no disturbance to the area.

Staff Area: In the production tent just outside of the main tent, close to the operational area, there will be a dedicated staff area with toilets and hand wash facilities for our staff.

Service: Table service will be provided by waiter staff or our guests can buy food at the table or alternative in our Food Corner Bar. People will be searched at the entrance. Food and drinks from outside the event will be prohibited.

Bar: Alcoholic and non-alcoholic beverages and snacks will be available for purchase at the drink bar. Food can be purchased at the food corner or at the table, from one of our service workers. The bar will have both a service side and customers side, thereby allowing customers to buy drinks themselves if they choose. The bar staff will be also instructed in proofing age of each customer by asking his/her ID if he/she looks younger than 25.

Toilets and smoking area: On one side of the events separet toilet area we will have a smoking area. The fenced area will only be accessible if patrons pass the event area, after entering via the main public entrance. There will be 24 toilets, 4 x 4-Crossbay urinals and 2 handicap accessible toilet, with a total capacity of 7,000 litres. Further, there will always be a minimum of 1 security guards in each of this area's in order to prevent crime or any disorder. Proper on site supervision will also be provided to deal with the toilet mainteinance. This area has a service member who takes care of good condition.

Information point: An information point will be centrally located at the reception directly inside the tent. Security guards will be advised to send people with questions to this area. During the event ingress, everyone looking under 18 will be asked for a Personal ID-Card, Drivers Licence or National Security Card.

Event control: Production and event control will be located back stage, in the production tent area.

Dance floor: In front of the stage there will be a dance floor. On our busy days min. two security guards placed at the dancefloor.

Stage: The stage has the measurement of 5 x 8 meters and is 60 cm high. The set up will be done by our own construction team. The certificate for the set up is always on site and all requirements regarding to that will be consider each set up and break down. Only the musicians are allowed to enter the stage, the musicians and the construction team will record any damage of the Stage an

First Aid: A first aid point will be located inside the tent, close to the main entrance. Min 1 First Aid Member will work throughout the day.

Electricity: 1-2 diesel generators will supply onsite power (super silnece)

Water: The water supply for the dishwashers and the kitchen will be supplied by a standpipe/water connection

Security: We work on the basis 60-80 guests to one security (1:60 on Sat.), with a stacked attendency. We will place security outside the tent too.

Fencing: Fencing will be placed on both sides of the exit during egress hours in order to avoid guests to walk inside the closed area.

Waste: There will be daily cleaning of the inside and outside of the event area. Bins will be placed inside the production area, together with 2 bins at the entrance area in order to collect all waste produced and brought to the venue.

CCTV: The inside tent, bar and food area and entrance area will be covered by CCTV a copy of any happening will always be available at the office for police or council members to get on a stick. We have 10 movable cameras inside the tent to cover all areas

Tent construction

A tent structure with capacity for max. 1,800 people will be built in Lillie Road Recreation Ground. There will be 6 total outputs of which 5 will be clean exits. Moreover, rules at table spacing will be observed. When taken together, the main tent and the other areas are approx. 2100m² and therefore there will be separation distances. In the kitchen tent, there will be use of burning appliances, grills, deep fryers and hot water boilers, electric oven, etc., under constant supervision by a qualified electrician. There will be the possibility for heating the tent, depending on the weather. All equipment will be run by electrically. The generators will be run with diesel.

Emergency lighting will be set over or very close to immediate exits, performed in accordance with occupational safety regulations concerning signage. At all places where Oktoberfest staff will be staying and move there will be erected a fire and evacuation instructions plan. An operating daily journal will be kept by the site manager. Firefighting equipment will be made of CO₂ extinguishers. At the stage, there will be a CO₂ fire extinguisher for electrical fire prevention. In the kitchen there will be placed 2 CO₂ fire extinguishers and fire carpets. Further, there will be a special F-type fire extinguisher for any other additional use.

Staffing

All service staff will, accordingly to the English law, get a previous training before the service starts. Service staffing for the event is provided by local service companies. An additional 15 key personnel will come from Germany/Europe to aid in the event's authenticity.

Fence

The area around the tent will be easily fenced with heras fence, also to demarcate the area. Furthermore, it is essential that visitors can't enter the kitchen tent or use the opening (serving access) into the main tent as entrance. This fence will, under no circumstances, obstruct or impede free access to exits. The security staff has order to open the fence right away in case of an emergency. Also, fence will not disturb the use of the rest of the Square for users.

Production Schedule – prior to event day

Date	Task	Start	Resources / Who
24/10	Venue Handover	8:00	Director / Event Manager
24/10	Trakways put down, Area will be fenced	8:00	Director / Event Manager
24/10	Tent arrives on site, tent equipment put in place	11:00	Site Manager
24/10	Kitchen equipment and toilets arrives	16:00	Site Manager
25/10	Tables and benches set up	16:00	Site Manager
25/10	Tent finished	20:00	Site Manager
26/10	Music and light equipment are installed	8:00	Director / Event Manager
26/10	Decorations are placed	9:00	Director / Event Manager
26/10	Tables are prepared, emergency exit are controlled, fire safety are controlled	14:00	Site manager/crew
27/10	Staff, Band, and security arrives for instruction and prep	14:00	Director / Event Manager
27/10	Music and sound check	15:00	Band
27/10	Oktoberfest opens	17:00	Director / Event Manager

Production Schedule (example) – Event day

Task	Start	Finish	Resources / who	Notes
Opening of London Oktoberfest	17:00	23:00	Event Manager	
Music plays 6 rounds of approx. 45 min. live. The DJ will entertain between band breaks.	18:00	22:00 Live music stops 22:30 DJ stops 22:45 Background music stops	Event Manager	
Service goes on, people coming more and more	17:00	23:00	Event Manager	
Security will control that nobody stands on tables, no alcohol to persons under the age of 18. No alcohol to intoxicated people.	17:00	Last call 22:15 Bar closes 22:30 Tent closes 23:00	Security, Service Event Manager	Check 25 is supported, in doubt we do ask for legitimating

Stage Run Sheet

The band and the DJ will play during the day on the same stage, changing over to each other several times. In particular, the band will play 6 sets of approximately 45 minutes each every day but Saturday. On Saturday the band will play up 2 x 3 sets. When the band is not on stage, a DJ will substitute them in the time needed before the next show.

Guest numbers

We expect the number of guests to vary with the weather and of course the day. Thursday and Sunday will be a lower number. On Friday evening and Saturday evening we hope it to be relatively busy. We coordinate the number of security and the number of staff to vary with the expected numbers of visitors. In case we get a wonderful weather the numbers of drop-ins are expected to rise and we will be prepared by studying the weather forecast.

3. Communications and safety

The importance of communications when planning and delivering an event is paramount. Our event communication plan is set out below.

Event communications – Surrounding residents

The event will be widely communicated to the surrounding residents and the wider London Borough of Hammersmith and Fulham via a number of methods:

- 1/4 page adverts in newspapers
- Event advice internet
- Newspaper ads

Event days communications – Audience

Event day communications with the audience will occur via the following methods and facilities:

- Stage PA and dedicated MC for main stage
- Information at the entrance
- Dedicated information point located inside the tent
- Hand outs

In case of emergency:

- Megaphone



Event day communications – Internal

Overview

Every event day communication will be facilitated via 2-way radio, mobile phone and face-to-face communication. The site is relatively compact (refer to site plan included) and therefore face-to-face communication will be the preferred means of communication wherever possible.

All staff, contractors and security will be fully briefed on the event management structure and organisational matrix, site layout, event elements, emergency procedures, lost person procedure and evacuation plan. It is envisaged that most incident communication will be via 2-way radio, a list of radio and channel allocation and is provided below:

2-Way radio allocation - Channel 1 Ops – Production / Channel 2 Security – Emergency / Channel 3 spare – private communication		
Person / role	No. radios	Channel
Event Manager	1	1&2
Site Manager	1	1
Staff Manager	1	1
First Aid Cover Ltd.	1	1
Security +/- 20	+/- 20	1&2
Information Point	1	1
Total	27	

Lanyards

All staff, contractors and security will be provided with a lanyard that will contain the following information:

- Key event management contact details and organisation matrix
- Overview of Emergency Response Plan and command structure
- Radio list and frequencies
- Site plan
- Back stage / Event control access (designated personnel only)

Risk assessments and management

Please refer to the separate Risk Register and Action Plan document for this event.

Risk assessments / method statements – other contractors

All contractors and suppliers are required to submit, prior to the event, a range of documentation.

Contractor	PL Insurance	Risk Assessments	Method statements
Security	✓	✓	✓
Tent supplier	✓	✓	✓
Whrigt First Aid Cover	✓	✓	✓

Security :

Security concept:

The event exists of three main security important areas which are the following:

- A) Entrance area
- B) Inside the tent – bar, rest area, stage/dancefloor and the “rest” of the tent including emergency exits.
- C) Outside the tent, which covers access and egress plus around the tent during the event.

To manage these areas, we set the security concept up to be out of three parts instead of one overall security as we had. Each area will have a responsible supervisor which report to the overall head of security plus our health and safety event manager. This means during the event our Event manager will on a regular basis like hourly get a direct update. If things are not running as planned or if we need to act on an ad hoc basis e.g. move resources temporary. The plan is to make the 3 areas separate departments with full focus on their targets in each area which again will lead to the main target that we fulfil a save and well-run event in each part. Also by splitting this into areas it is much easier to keep staff updated and trained plus controlled by their supervisor and our Event manager.

A) Entrance area.

It is most important that each guest gets controlled or searched and all backs are searched too. Especially with the risk we daily face. We need to focus even harder to stop guest joining intoxicated beforehand when they arrive on the door. I also believe a proper search on the way out lead to a safer egress when people are not allowed to take glasses out of the tent (even though they are of hard plastic).

Entrance security by days/sessions:

All events days we only have one entrance only for the Saturday afternoon exit we use one emergency exit on the opposite site, which makes the control area very smooth to handle and with a team of 3-5 SIA where off 2 are female the job should be done proper and fast. At this session the last entrance to the tent is 10 minutes before the bar closes and the bar always closes 30 minutes before the event closes. So last access to the venue will be 40 minut's before the event closes.

The front of the entrance well away from the tent about 10 meter there will be opened up for 3 search lines where one is for VIP access and the other two lines for all others. By moving the search area that far away from the tent we have a decent distance in case of any bomb back risk or trouble. The area is fenced off so there will be no possible access to this area without going through the lines. 2018 we did implement hand held metal detectors at our events which was a success and will be used.

When people arrive at the front of tent area we sign lines to be for the different tickets holders, means for the kind of ticket people have ordered. We make 3 rows by dividing with pedestrian fence and the 3 rows will be for:

- 1) VIP
- 2) Oktoberfest package
- 3) Bavarian package/General admission

The rows ending directly inside the tent where we either have two receptions or two reception tables to service guests by booking them in and hand over their vouchers for food and beer. The VIP or Oktoberfest package holders will be taken to their reserved seats by our service staff. Other ticket holders will be directed to fill the rows from the top and down.

This will guarantee a smooth and good service at the welcome.

Evening Session:

As this session is more complicated as the tent is expected to be well sold both for the evening and for the afternoon session, we must change the setup to make sure things are running smooth and professional as for the other sessions. The whole number of guests for the evening are expected to arrive within one and a half hour. But as we have 1.5 hours between the bar closed and the new session this is no problem at all. Normally the tent is empty under 30 min. when bar and music is closed.

What is needed to assure that:

- a) More security staff on duty for Saturday evening.
- b) divide the tickets holders into the tent – all with search lines.

Point a) We plan to increase the Entrance team with 4 more SIA (2 female) from 17:00, This team will together with the supervisor manage the access build up outside the tent and in the mean time the front team can have all prepared. This means also that the last entrance to the tent for the

Saturday afternoon session will be 15:50. The guest will at the exit gates in a way be handed over to the outside team (see Outside area) and when people have left the 4 SIA join the 5 at the entrance team to make the team 9 for the entrances.

Conclusion entrance area:

It is important to have an effective organization and a split of the areas where people have booked is an important fact to make the entrance smooth and fast and guests happy. As with the capacity of 1,800 we are quite sure all guests will be inside the tent within one hour after opening all other sessions beside Saturday evening we expect no mayor ques and for the Saturday evening this means by 18:30.

B. Inside the tent team – CCTV in operation during the event inside the tent.

This team is of course the largest group of security and the areas we need to cover are detailed below:

- Giant bar

The bars are the most tense areas as nearly all guests and service will visit this area several times a day. We have a well working que system which will be in place again. This is a build snake que with a security at the end (close to the bar) to guide people to the next available cashier by number. On the opposite of the que, we have the service bar where service pick up ordered drinks (not for customers). What is needed is that security is trained in our rules for rejection, which tickets are valid. Also, important part of the training is to know our Oktoberfest staff like who is in charge - bookingmanager, the bar manager and the event manager also bar security need to be briefed in what to do if some unexpected happen. We need between 2-4 security on the bars depending on the day and time.

- 1 food bar

The idea is that people can order and get their food here directly to make access to food faster and easier.

- Reception / shop area

This area is just at the entrance and at the same point also a tense area during the whole event as guests might have questions or want to buy something at the shop. We need one security in the area always. The reception will act as information point

- Stage area / dance floor

This is a high-risk area as guests could try to climb the stage or place their drinks at the stage which again could be spilled into the music equipment. Also, on the dance floor tensions could accrue if people ramble during dancing or spill drinks on other guests. We need to place 2-3 security at this area always depending on the number of guests we have and the day and time.

- Emergency exits

We must make sure all emergency exits are manned with security on the exits are aware of their duty in case of a happening/emergency. This is to open the exit and run out and open the fence line. Import is here that our EVENTmanager will control that people stay on their job. Plus, there is a fire distinguisher on each exit.

- 2x general rest areas

We want to split the general toilet/rest area into two separate areas one for ladies and one for gents. Each of those areas will have a separated smoking area and a disabled toilet. By splitting the toilet area, we make sure things like sexual assault are not likely to happen at our event. Also, through the years rather want it separated. We plan to have 2-4 security at these areas depending on day and time.

- 1 VIP rest area

We have 4-6 luxury toilets as there only around 2-300 VIP guests depending on the event day, we don't see the need for separation and this area will still have a joint smoking area. We plan to have 1-2 security in this area.

- Kitchen entrance

As it is not allowed for guest to walk into the kitchen area, we place one security at the entrance to guide people in another direction.

- Office area

No guests should come here. We plan one security on this area.

- Positioning and roaming inside the seating area

This is the most security staff intensive area as this is the biggest area to cover. We will place 2-4 security on single positions among the guests to monitor people behave e.g., that no food is thrown through the tent or to spot people before they get intoxicated or even if aggressiveness occurs. Also, we will have 2-6 SIA divided in 2xpersons teams to roam around the sitting area and to be responding to any need from other security areas.

Conclusion inside area:

In general, this inside area will be covered by systematic and have a command structure that together with the body cams and the CCTV this make us able to react before things could happen. This keeps the event good and safe.

C. Security team outside:

Between 2 and 6 securities will manage all happenings outside. Special the egress helped by another 2-6 SIA from the inside team from 22:45 when released from the bar/food bar.

As soon as the que starts developing the team will start controlling that people don't drink alcohol during the wait as we don't want to have intoxicated people into the tent.

- People arriving

We want to have 1-2 people to welcome guests and tell them where to wait and let VIP guests go directly to the front. This is especially important when the que starts growing. For the Saturday evening they will tell people which entrance their ticket is valid for.

- Egress toward Overground stations

When we close the tent (or empty it Saturday afternoon) 6 team members will from 22:30 together with 4 securities from the roaming inside team at 23:00 build up along outside as guides to make sure guests move fast toward the stations. The supervisor of the outside team and our Event Manager will before the event opens take contact to the Transport for London team and the station manager to coordinate and exchange phone numbers. The target is a close partnership and to make sure no stress and risky situations occur at the nearest stations.

- Service for residence or square users

The team outside will be trained in answering questions and help square users and residence around the square in case of need. This means we always have somebody from Oktoberfest outside the tent and this creates an environment of confidence and control.

- Toilets on the egress

From 15:30/22:00 we place two toilets outside the tent directly at the exit. They will be a SIA guard close to those toilets so passing guest don't get funny ideas. Also, this toilets will be closed of when the tent area closes.

- Saturday evening access

The team will help the entrance team guiding guests to the right entrance. This is when the teams grow to 6 people constantly outside.

Conclusion outside area:

From experience this independent team for the outside area works well. The team will fulfil the demand from the council and be a service for guests and residence. All in all, a very positive.

Security overview with day and numbers			
SSundaArea	Thur/Fri/Sat afternoon	Sat evening	Sunday- Family day
Entrance core team	5	6	2
Outside core team	2	6	2
Inside core team	13	18	8
Add on Outside 22:30		(6)	
Add on Entrance 16:00		(4)	
Add on Inside 16:00			Sunday 12
Total	20	30	

Staff - General training prior to event

An overview of the staff roles and number requirements is provided below.

****Refer to services briefing notes for more details on service arrangements and responsibilities.**

Service will be provided with the following on the event day:

- German cloths (Men Lederhosen and ladies Dirndl) – not security the will all be in black with a high visable west.
- Lanyard with identification and key information, i.e., key contacts, emergency procedures, lost children's procedure, programme, site plan

- Access for staff to free bottled water, secure storage area, chill out rest area, tea and coffee
- Introduction in safety plans

Staff number overview	Time period	Briefing	Number
Service personal	16:00 - 23:30	16:00	20-30
First Aid	(11)17:00 - 23:30	(10:30)15:30	1-2
Kitchen	09:00 – 23:00	09:00	4
Bar personal	16:00 – 22:30	16:00	10
Entrance staff	(11:00)16:00 – 23:00	10:30/17:00	2-6
Staffmanager	10:00 - 23:45		1
Event Manager	10:00 – 23:45		1
Site Manager	10:00 – 23:45	15:30	1
Production	10:00 – 23:45	10:30	6

4. Licensing

Premises License

Lillie Road Recreation Ground has no overarching Licence. This means that license applied for by World Wide Festival UK Ltd. and the event will operate within the conditions of the licence. A copy of the licence will be available at the event control / production office on the event day. The bar will be covered by a Personal Licence for the sale of alcohol. Carsten Raun will be DPS and at site all event days.

During all stages of the event planning process, consideration has been given to the 4 key licensing objectives:

- The prevention of crime and disorder
- Ensuring public safety
- The prevention of public nuisance
- The protection of children/young persons from harm

PRS and PPL Licence

World Wide Festival UK Ltd. will be covering all royalty payments for the playing of live and recorded music with an overall license.



5. Insurance

The overall event will be covered by the World Wide Festival UK Ltd. Public Liability insurance policy covering an amount up to £10,000,000. All contractors and suppliers are required to submit copies of their own employee, product and public liability insurance prior to the event. All copies will be held and available for viewing in the event control / production office on the event days. Our insurance is valid from 1st September 2022 till 31st of August 2023.

PUBLIC & PRODUCTS LIABILITY SECTION		Limit of Indemnity
Public Liability	Any one occurrence as stated in the Policy	£10,000,000
Products Liability	Total payable during any one Period of Insurance as stated in the Policy	£5,000,000
Products Liability	Third Party Property Damage, each Claim	£250
Products Liability	Compensation costs and expenses payable in respect of each occurrence in the USA/Canada	£3,000
Employers Liability	Any one occurrence as stated in the Policy	£5,000,000

6. Provision of food

A small variety of Bavarian food will be offered at the London Oktoberfest. The products are precooked, and the kitchen does only heat up and produce the last part of the preparation. Food - sausages, grilled chicken, schnitzel, pretzels, and fries. The kitchen Manager will make sure all health and safety and food handling requirements are in place.

Due to English law, the kitchen chef will make a food examination – food hygiene level training. The kitchen floor will be plastic clip mats, unslippery and easily cleanable. There will be a provision for disposal of waste oil. In the kitchen we will also install hot and cold-water facilities for hand washing, both for service staff and kitchen staff.

In case the kitchen produces different food for our staff there will be a strict separation, as there is a risk when the staff food is prepared with fresh ingredients. The kitchen will be equipped with two sets of production material, so that this risk is reduced to a minimum.

As an added safety precaution, workers will use rubber gloves which they will change after serving the hotdogs to customers and receiving payment for the items. Temperatures will be constantly monitored with special thermometers and hand washing facilities with cold and hot water will be available for our kitchen people.

We have no external stalls only food provided is World Wide Festival UK Ltd. is registered in London. There are no external stalls.



7. Site considerations

Site plan

(See attached documents)

Toilets

Toilet requirements are based on the below table from the HSE Purple Guide for events. We have ordered more than recommended for the number of people expected to attend. The reason for this is because the London Oktoberfest attracts many people who will drink a reasonable amount of liquids. Because of this we need to plan for greater potential pressure on our facilities, over and above our expected audience. During the busy event days there will be a on site service for the toilets provided from our team.

Our provision of toilets is:

Additional toilets to be bought onto site

- 20x single chemical recirculating toilets with hand sanitizers
- 2x disabled access chemical recirculating toilet with hand sanitizer
- 4x 4-Crossbay urinal stations
- 6 VIP toilet luxury toilets



Vehicles on site

Vehicle movements are a primary consideration in our event planning and risk assessment process. Our production schedule, briefing notes to contractors, deliveries, service and security all relay our policy on vehicle movements.

Monday-Wednesday will be a build days. Work starts not before 08:00 o'clock. Staff in high visibility clothing will follow health and safety protocol to protect pedestrians and square users from harm while vehicles move on site. Much of the heavy build will take place on Monday. As the event site is closed off gradually, it will reduce the need for dedicated staff to steward pedestrians as access will be restricted. We have a banksman at site.

Traffic, transport and squareing

- Because of its nature and scale, the event it is not anticipated to cause any traffic issues. Visitors will be advised to come by public transportation.
- No road closures have been applied for.
- It is envisaged that most people will walk or use public transport to access the event


Water

We only need one connection point for water like a standpipe or a single blot.

Environmental consideration

Tent will be floored completely with a raised floor.

Recycling and waste arrangements

- 
- Caterers will be encouraged to use bio-degradable packaging and utensils
 - We will arrange our own staff to collect trash during the event
 - We will work on the following: Co-mingled bins will be onsite and will be moved on the day to appropriate positions around the square. A large general waste bins for the site will be placed prior to the event opening.
 - Our waste cleaning team will clean the site every evening after the event. This includes pedestrian paths.
 - The service will leave a clean tent area every morning.
 - Waste containers in the kitchen area will be emptied after each weekend.
 - We will use 8x 1100l bins in order to keep all the waste produced in one place until the end of the festival.

Noise

- To ensure that the music of our event does not become a nuisance to the residents living near the event site, noise levels will not exceed the set numbers by Hammersmith and Fulham council.
- The music system in the tent will be made like a surround sound system which stays inside the tent.
- Surrounding residents will be notified that the event is taking place via local press as well as banner ads placed around the square.
- The Site Managers contact number will be forwarded to the London Borough of Hammersmith and Fulham Noise team 7 days prior to the event
- We do a constant measuring during the event day at the nearest residential to make sure we stick inside the limits.
- Dedicated phone number will be displayed around the venue for residence to call directly to the event manager. All calls will be recorded and handed to Hammersmith and Fulham council after the event.

Please see more detailed plan under point 15 at the button of this EMP.

Surface protection and trees

- An adequate amount of trackway will be used to protect the area from harm during the movement of heavy vehicles. Heavy vehicles will also be squared off on trackway to further protect the area from possible damage. This amount and the area covered will be agreed with the Council before the event.
- No structure fixing pins shall be used beneath any tree canopy. No structure shall touch or interfere with any tree canopy.
- No tree or shrub shall be pruned under any circumstance.
- No cooking or fires shall be permitted on grass areas unless suitable protection is laid on the grass first, and permission has been sought prior to the Event.

No fuel, chemicals or other substances that may harm the grass, shall be positioned on grass areas.

People with disabilities

- In regard to people with disabilities, World Wide Festival UK Ltd. will provide specific facilities and services in order to allow everybody to enjoy the party without problems. To disabled will:
- Always have easy access to a disabled toilet in the toilet area
- Be able to reach the main event areas using path throughout the tent
- Have easy access to one or more of our seating areas
- Be provided with higher level of service
- Also, World Wide Festival UK Ltd. is always open to requests from our disabled customers and will do everything in its power to satisfy any particular demand.

8. Event/Alcohol Management Plan

Introduction

The following risk assessment contains a risk register and an associated action plan for each identified risk. Within the action plan, each identified risk is given a severity rating based on the matrix shown below. Controls are then presented, detailing how the risk will be reduced to a level that is deemed acceptable. It also identifies the parties responsible for implanting the controls detailed for each risk listed. Each risk is given a revised rating based on the controls to be put in place and finally provides an overview of what stage the mitigation is at.

Methodology matrix

Severity rating matrix	Potential severity of harm			
	Slightly harmful 1	Harmful 2	Extremely harmful 3	
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerate 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

Event Communications Strategy

All event documentation is recontrolled 3 weeks prior to the event date of 27/10/2022 only in case of any changes this will send to the council min. 14 days before opening. SAG membership is made up of police, fire service, ambulance, licensing, environmental health, trading standards, squares, noise team, etc.

Distribution list

Events Planning and Operations Group	✓	Key WWF event staff	✓
Production company	✓	Staff Manager	✓
Whrights First Aid Cover	✓	Service Manager	✓
Event Manager	✓	Security Manager	✓
Kitchen Manager	✓	Site Manager ✓	

Revision process

This plan will be reviewed on a regular basis in the lead-up to the event on the 27/10/2022

Review finally by	Review date
Event Manager	30.09.2022

Risk register

Identified Risk	Category	Action Plan No.
Alcohol on sale	Health & safety	LO-SF01
Intoxication	Health & safety	LO-SF02
Square / smoking area	Health & safety	LO-SF03
Children	Health & safety	LO-SF04
Staff	Health & safety	LO-SF05
Security	Health & safety	LO-SF06



Alcohol Management Action Plan

Continually updated in case of new risk or changes

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF01	Alcohol for sale	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> • Entrance Thu-Sat(Sun) min. 18 years in the tent. Sunday Lunch <18 only with parents/family/adults. The event will be open for everybody • London Oktoberfest supports "Challenge 25" • No sale to visibly inebriated people • Very high beer price, reduces overall consumption • Primarily sale of beer, wine, cider, and soft drinks. Free tap water is available 	Event Manager Site Manager Bar Staff Security Manager Service Manager	2 x 2 = 4 Moderate	Service staff instructed to be mindful while serving drinks and follow "Challenge 25" policies. High prices reduce overall consumption. Limited high-volume alcohol for sale
LO-SF02	Intoxication	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> • Between 12 and 30 SIA are in place (Event area) to gently remove overly intoxicated people (i.e., those with slurred speech or trouble walking) • Bar closes at 22:30 at latest and the event ends at 23:00/19:30 when patrons are still in a light-hearted mood Previous events (since 2009) show very few problems with drunkenness • Service and bar staff are not permitted to serve alcoholic beverages to visible intoxicated patrons • Total ban on illicit substances, patrons are searched at the entrance • Responsible drinking • Challenge 25 • Visibly intoxicated customers are denied entrance into the event • On Friday and Saturday, we will offer to provide 0.5 litre water (for free) for each 2pint beer we sell. 	Event Manager Site Manager Security Manager Bar Staff Service Manager	2 x 2 = 4 Moderate	As this has shown through experience that closing at 23:00/19:30 is successful in preventing drunkenness together with strict service rules. There are a risk people come to the event already intoxicated. Searches at entrance and strict rules in the tent will reduce intoxication risk to a minimum

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF03	Square / Smoking area	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •Patrons are prohibited from smoking inside the tent •water filled ashtray are in the smoking area Drinks are permitted in this area •H2O fire fighting batteries are located at the site •Security will be trained in kindly telling people to only smoke in the smoking area •Smoking area prevents the need for patrons to smoke in other areas of the square •Daily cleaning of smoking waste 	Event Manager Site Manager Security Manager Bar Staff Service Manager	2 x 2 = 4 Moderate	Important to train security to prevent smoking in the main tent. There is adequate space for smokers in the smoking area
LO-SF04	Children	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •No children Thu-Sat in the tent, strict rule. The event will be open for everybody on Sunday. •Children who are accompanied by adults are allowed entrance on Sunday, giving the entire family a chance to experience Bavarian culture •No sale of alcohol to anyone under 18, and requesting ID from anyone who looks to be 25 years old or younger, in accordance with "Challenge 25" •Lost Children procedure in place. Whrights First Aid Cover / and security will be involved if the child is injured 	Event Manager Site Manager Security Manager Bar Staff Service Manager	1 x 2 = 2 Tolerate	A goal of the London Oktoberfest is to protect children from harm. The family friendly Sunday will occur in such a way that children will experience Bavarian culture, in a protected environment
LO-SF05	Staff	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Staff to be trained in a 2-hour training before the event •Told to always fulfil British law •Only experienced staff at the bar •Service manager to supervise service staff constantly •No staff is allowed to drink alcohol during working hours 	Event Manager Site Manager Security Manager Bar Staff Service Manager	1 x 2 = 2 Tolerate	Event employees will be trained and informed about the plans and rules for serving alcohol at the event

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF06	Security	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •To be trained 2 hours before the event in preventing drunkenness and disorderly conduct •Special training in egress, taxi at site, show people the way out of the square. •In case of trouble, a dog guard is at site at night. Dog is to prevent aggressive behaviour after hours •General gentle attitude towards guest's. Talk, not act, is the target. 	Event Manager Site Manager Security Manager Bar Staff Service Manager	2 x 2 = 4 Moderate	Security to play an important role in the prevention of drunkenness and intoxication. Parameters in place based on experience from other events.



9. Emergency Management Plan

Introduction

In the context of this event, an emergency / crisis would be a point at which something occurs that has the potential to have a major impact on the event. The impact could be time limited and pass or may have implications at that time and going into the future. It could affect individuals, the organisation, event reputation or it may have major financial implications, and it may of course have multiple impacts.

Incidents and emergencies can take many forms, some of which can be anticipated and therefore rehearsed. Others may never have been predicted. Each individual scenario will require the most appropriate and timely response, and the action that is taken will impact the outcome and potential loss of resources, property and/or life.

The effective delivery of an emergency plan relies upon clear and well-structured communication strategies between the various staff, volunteers and services on duty at the time of an incident. All parties must be familiar with this plan.

Services with the assistance of event personnel, emergency services may handle a minor incident or operational incident. Other incidents and emergencies will require a much more structured approach and, in this situation, either a partial or full activation of this plan may be required involving the assistance of many parties. The management of this event is predominantly the responsibility of World Wide Festival UK Ltd.

Ambulance point: This will be located outside the main entrance close to the first aid point in the tent.

Scope

This plan relates to the London Oktoberfest event and any situation that may arise because of the event. However, as the event is being held in a tent in a large and open public square with fencing around the event site, the plan will also cover any situation that may arise in the Square or streets in the immediate vicinity.

The plan will cover the staff working at the event, all contractors supplying services at the event, all people attending the event or in the square during the days of the event operations.

Definitions – Scale of situations

It is important that everyone understands the various levels of emergencies / crises as this relates directly to how each one will be responded to. Therefore, these levels are related to response protocols and procedure, chain of command, communication protocols and other agreed response plans.

Incident

Generally, an incident will be a temporary disruption to a particular service or area of the event. It will be able to be dealt with by a staff member or contractor with minimal disruption to the event. While EVERY incident will be logged and reported to the Event Manager an appropriate staff member at the event should deal with it, with the event remaining/returning to normal operating status (condition Green) shortly afterwards.

Accident

An accident is the next level up from incident and would normally involve an injury to a person, although not always. For example, a speaker stack falling over may not cause any physical harm to anyone but would still be classified as an accident. An accident would 'trigger' a range of other responses that would not be activated in response to an incident.

Emergency

An emergency is classified as a situation that has the potential to place life and/or property in immediate danger and requires a rapid and planned response. A whole range of agreed protocols and procedures would be initiated in response to an emergency.

Crisis

A level of emergency that has potential to escalate and change rapidly and therefore requires different procedures and protocols than an emergency. A crisis has the potential to cause a major impact to people, organisation, reputation, and financial implications.

Disaster

In the context of this plan a disaster would only be declared if a situation arose that had wider implications on the greater community. This would involve loss of life and require assistance from outside of the community to deal with the situation.

Catastrophe

Is an event of such scale that the whole community is affected and requires assistance from nation wide to deal with the situation?

Status of operation

Status of Operation	Indicative situations which classify Status of Operation (Not exhaustive list but intended to help all staff, contractors, and authorities understand the Crisis Communication / Management Plan)
Green	<ul style="list-style-type: none"> •Event operating in a normal mode with no incidents •A minor incident requiring first aid attention •A minor incident such as anti-social behavior that is quickly dealt with and resolved •A technical issue that onsite personnel can resolve
Amber	<ul style="list-style-type: none"> •A fire is reported •A situation of anti-social behavior is reported but yet unresolved •A gang is reported to be onsite •Weather conditions occur which presents a possible risk to structures / trees etc. •A stabbing or shooting is reported
Red	<ul style="list-style-type: none"> •A shooting or stabbing has initiated a possible hand-over of command to Met Police •A fire is that has potential to escalate out of control •A terrorist attack / bomb threat is reported •A major structural collapse is reported

Amber Operational Status + Actions and Protocols

Condition **Amber** – The following announcement will be made via the 2-way radio (all channels)

“Please note Condition Amber now exists, all staff to observe radio silence and initiate Amber Status actions and Protocols, await further instructions”
(repeat)

The following procedures will then be implemented:

- ELT to assemble in the production / event control office
- Upon instruction from the Event Manager or Site Manager, Security Supervisor to proceed to the location of the incident and report back to ELT with update on situation on appropriate radio channel
- If required, the Event manger will instruct other members of the ELT to proceed to the area of the incident to further assess
- Event Manager to advise both main stage and kitchen managers of possible requirement to stop programme for announcements
- SIA / security to be placed on standby for evacuation procedure
- SIA / security to ensure that emergency services have clear access to site



Red Operational Status and Protocols

Condition **Red** - The following announcement will be made via the 2-way radio (all channels)

“Please note Condition Red now exists, all staff to observe radio silence and initiate Amber Status Actions and Protocols, await further instructions”
(repeat)

The following procedures will then be implemented:

- The area immediately surrounding the incident (if appropriate) to be secured by security and/or police, if onsite
- ELT to assemble in the production / event control office if not already there
- Security and SIA to ensure only emergency services conduct any vehicle movements
- All security, staff and volunteers to be on heightened level of standby for evacuation of site
- Event Manager to advise both main stage and kitchen stage managers of possible requirement to stop stages for announcement regarding evacuation
- SIA / security to ensure that emergency services have clear access to site
- On standby to handover command to emergency services

Standing Down from Condition Amber or Red

“All staff please note that we have reverted to condition Amber – please observe condition Amber protocol (repeat)”

“All staff please notes that we have reverted to condition Green – revert to normal duties (repeat)”

Management – Roles and Responsibilities

Event Manager

- The Event Manager is responsible for implementing the Emergency plan should the need to activate it arise
- Work with Site Manager to ensure all contractors adhere to health and safety policies and legislation
- Ensure all Premises License conditions and objectives are complied with
- Overall responsibility for deployment and management of staff, contractors and services
- Premises License supervisor
- Any issue affecting public safety

- All staff and all contractors work closely to ensure adhering to health and safety site policies. Ensure all provided method statements are being carried out as per provided documentation and coming instructions.
- Act where appropriate to ensure public safety, this may mean closing down any activity or structure
- Familiarize yourself with all aspects of the Event Management/Safety plan to ensure all necessary training, briefing and communications plans are appropriate and being carried out

Site Manager

Responsible to Event Manager

- Working with Event Manager to ensure all production elements are delivered and timelines as outlined in the production Schedule are adhered to
- Advise on appropriate infrastructure and competent contractors to meet high quality production values
- Work with and supervise stage and sound technical crews to ensure event continuity
- Work with Health and Safety (security) to ensure the highest values for the event
- Manage all production crew
- Be first contact point in case of incidences and to manage all happenings are locked in and kept.

Security Supervisor (one for each area)

Responsible to Event Manager and Site Manager

- Supervision of all security personnel
- Based in Event Control with Event Manager
- Supervise Event Control Should Event Manager be required to leave Event Control area
- Maintain a secure Event Control area
- Ensure Security personnel maintain their responsibilities and monitoring of their designated zones. Specially scanning at the entrance and search in larger backs.
- Provide the Event Manager and Site Manager with regular updates on the security status of the site

- Take direction from the police should command be transferred to them in an emergency

First Aid Supervisor – Whrights First Aid Cover

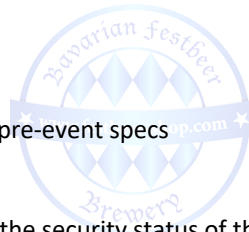
Responsible to the Event Manager

- Responsible for medical cover onsite
- Logging and reporting all incidents to Eventmanager
- Arranging for ambulance transfers of patients if required
- Provide post event evaluation report

Kitchen Manager

Responsible to Event Manager

- Responsible for kitchen area
- Ensure technical specs for both are delivered as per pre-event specs
- Manage and rectify any problems on the day
- Provide the Event Manager with regular updates on the security status of the kitchen area
- Take direction from the police and fire brigade should command be transferred to them in an emergency



Service/staff Manager

Responsible to Event Manager

- Responsible for the event day management of the Stage Manager, Service Area.
- Work closely with Kitchen Manager to ensure production schedules are maintained
- Oversee Stage Manager to ensure run schedules are kept on-track
- Coordinate technical teams to ensure both stages are ready for opening
- Conduct services briefings as per production schedules
- Supervise and manage all second-tier managers

Emergency Liaison Team – ELT

An Emergency Liaison Team has been established for the event. The rationale behind establishing this team is to formalise the decision-making group.

Because of the Nature and scale of the event, the ELT team will meet once every event day prior to the event opening (as per production and briefing schedule), and then only on a need basis after that.

Ultimate responsibility for decision-making at the event lies with the Director Carsten Raun, only if command is transferred to the emergency services under Condition **Red** will decision-making be removed from the Director.

The Director will make any decision regarding the Emergency Plan being activated after consultation with the Emergency Liaison Team (ELT), unless a situation is of such urgency that time does not permit a meeting of the ELT.

The ELT for the London Oktoberfest will consist of:

Director, Event Manager, Site Manager, Staff Manager, First Aid Cover Ltd., Security, “Police” (if there), Service Staff Manager

Communications

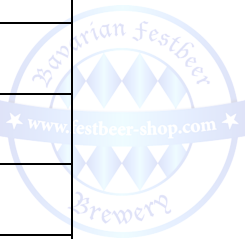
Communication of the Emergency Response Plan will occur via pre-event circulation of the Event Safety and Management Plan and pre-event briefings on the event day.

Onsite communications will consist of two-way radios, mobile phones and runners (it is not a large site). Three radio channels will used:

2-way radio channel allocation	
Operations / production	Channel 1
Security / Police / Emergency	Channel 2
Spare / private communication	Channel 3

Code words at the London Oktoberfest

Mr Sands	Fire
Mr Box	Suspect package / bomb
Mr Fields	Public disorder issue
Moses	Lost Child
Mr London	Evacuation



Security General rules

The team will be made up of Head of Security, 3 supervisors and SIA security personnel. The levels are agreed with police and licensing. Capacity is 1,800. As full capacity only is expected to be reached on Friday and Saturday evening session we have agreed on the following: Thursday we have 20 and Sunday 12- Than increased on Friday and Saturday with up to 30 SIA. Here we will touch upon the occurrences of the previous day, reiterate procedures and protocols, and discuss any amendments as we see fit and appropriate. There will always be a manager from World Wide Festival UK to join the briefings. In case we see more need we increase the numbers of security short term. 30 will be minimum if we are sold out.

Overnight

Overnight security will be in place to patrol the site from 11pm-9am each night to fully protect the site.

Site capacity

The Maximum capacity we are allowing for this event at any one time is 1,800 pax. Security at the main entrance of the venue will use counters to track the number of attendees coming in and out of the site. All SIA will report to Event Control every 15 minutes with the current numbers, so we know exactly how many are within the site. The following status will be adhered to consistently monitor the number of persons on site at any one time:

PP Status 1: Free flow of crowds both inside and outside of event. Updates of numbers from SIA into Event Control every 15 minutes until we reach 50% capacity where updates will be given every 10 minutes.

PP Status 2: Heavy pressure on entrance, limited internal free flow, areas of crowd density or capacity is over 75%. Updates from entrance staff at this stage will be given every 5 minutes and closer monitoring on ingress and egress will be necessary.

PP Status 3: Site is at 90% capacity. The closing of entry gates will be considered and the preparation for restriction of persons entering the site would be put in place. If necessary, a 1 in 1 out policy will be introduced, numbers entering and leaving will be reported to Event Control every 5 minutes.

Search Policy

All SIA security staff will be responsible for the entrance of the tent and a search policy will be implemented. Due to the nature of the event and the predicted audience, compulsory bag searches will be in operation. SIA security will be looking for the following un-authorised items:

1. Weapons: Knives/ fireworks/ aerosol
2. Illegal Substances
3. Glass/bottles/cans
4. Food
5. Alcohol
6. Laser pens.

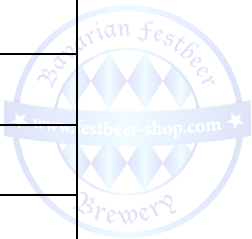
Anyone found in possession of prohibited items will:

- have those items confiscated (bins located at main entrance) and be handed over to a supervisor and/or the Police as soon as possible (items 1&2)
- be refused entry or ejected from the venue

Radio etiquette and code words for Security

For full details of radio etiquette and procedure please see Security & Stewarding briefing notes. When informing Event Control of incidents the following code words will be used to not alarm members of the public:

Code Word	Incident/Event
Mr Sands	Fire
Mr Box	Suspect package / bomb
Mr Fields	Public disorder issue
Moses	Lost Child
Code 1	Personal Break
Charlie Romeo	Cash Run
Starlight	First Aid
Mr London	Evacuation




Event Control – CCTV control from inside the tent and outside the entrance area:

1 Head of Security will be permanently based in here for command-and-control purposes. In here all CCTV will be kept and controlled during the event. A base station will be in use to allow clearer communication to Event Control from all staff radios. All staff mobile numbers will be held in Event Control should they be needed if radios fail. All staff to check in and out of Event Control every day and, on every break, so the Site Manager and Head of Security know who is always on-site.

Suspect packages

Night staff will perform pre-opening checks which will include scouring the entire event grounds looking for suspect packages. During the event ALL event staff is to remain vigilance throughout their areas for ANY suspect packages. If a suspect package is found it will be reported immediately using the code words MR CASE to a member of security or a member of the police. Staff will be advised not to use their radios or mobile phones in the vicinity of a suspect package and only report verbally to the right members of staff.

Security deployment



Security deployment		
Core Team	Area	Role
Head of Security	control room / roaming.	Overall role
Security 2-5	Entrance, scanning and search of bags.	Security of the entrance, stop any unwanted people or intoxicated people from entering
	Full searches at tent entrance	Min. 1 male and 1 female to search bags and guests
Security 2-4	Controlling outside during event period	Monitor audience in general and cover the tent area. General safety of public. Identify any potential risks and highlight with supervisor in first instance. Prevent any fighting and in case take intoxicated people out of the tent. Control Playground and the station
Security 8-12	Inside – Shop/Reception	Checking all the people directly after entrance

	Toilet and Smoking Area	Make sure no risk and problems accurse in this area
	Dance floor, Backstage	Make sure no risk and problems accurse in this area, Personal belongings of artists and staff. Stop any guest from entering these areas
	cash desk/kitchen entrance	Make sure no risk and problems accurse in this area
	Emergency exits	Make sure the emergency exits are manned all times.
	Bar areas	Control and always manage those areas.
Night Security	Security inside the event area	Patrolling over night.

Security numbers and schedule



Event day	Numbers of Security The event	Expected attendee number
Thursday	20	1000
Friday	20-30	1000-1800
Saturday	30	1800
Sunday	12	700

Media Management

Media protocol for the event is the following:

- A press officer is available at 020-81332210 if there are any questions about the event
- To contact the director if there are any broadcast journalists who plan on attending
- Any requests for interviews should be directed back to the Event Manager

Evacuation Plan

There could be a need to evacuate an area of the event site, or the entire square.

The following broadcast coded message means that the state of operation has moved to **AMBER**

“WILL MR LONDON PLEASE CONTACT THE INFORMATION POINT”

This means staff needs to be on standby and await further instruction from supervisors / management; be informed at this point the public will not be aware of any issue; however, staff must be prepared for possible part or full evacuation.

The following broadcast coded message means that the state of operation has moved to **RED**

“WILL MR LONDON PLEASE CONTACT THE INFORMATION POINT IMMEDIATELY”

At this point staff must follow the instruction of security, police and members of the ELT as they will have accurate information as to which direction the public must go.

Full evacuation will occur under the following procedure:

The stage manager will stop all stage performances; artist or stage manager will make the following announcement. In some circumstances it may be necessary to stop performances immediately and if this is the case police and security will have priority over all event staff as they will have more information about the situation.

“LADIES AND GENTLEMENT THIS IS AN EMERGENCY MESSAGE. WILL YOU PLEASE VACATE THE EVENT AREA BY FOLLOWING THE DIRECTIONS OF THE SECURITY AND POLICE OFFICERS? PLEASE WALK AS QUICKLY AND QUIETLY AS POSSIBLE”

The following procedures will be implemented:

- Security, staff, service to direct people towards emergency exits routes, refer to site plan

- All security, staff and contractors to prevent vehicle movements, except emergency vehicles
- All security, staff and contractors to direct people to safe egress routes
- All security, staff and contractors to keep people from re-entering the site until stand down order is issued

If the alert state is cancelled the following message will be broadcast via radio

“THE PREVIOUS MESSAGE FOR MR LONDON IS CANCELLED”

Part Evacuation

Where a condition **RED** is in a controlled area (backstage for example) the following procedure will take place:

- All security, staff and contractors to prevent vehicle movement, except emergency services
- All security, staff and contractors to direct public to designated safe areas
- Once clear ensure no one returns until area is declared safe

Any decision to re-admit people to the evacuated area will be made by the ELT

Place of safety / Rendezvous points

All crew, guests and public departing the area in the event of an emergency evacuation must be stewarded down safe egress routes. Security control will cooperate fully with the Emergency Services to ensure crowd control and safety. Staff must then return to the designated RVP points

Please refer to site map for evacuation points for partial evacuation and full evacuation.

RVP for staff in case of full or partial evacuation	
Rendezvous point 1	Lillie Road
Rendezvous point 2	Fulham Palace Road

First aid / medical cover

Medical coverage for the event is being provided by Whrights First Aid Cover

The requirement for coverage was calculated by using the HSE guidelines and risk assessment for coverage at outdoor/tent events. The calculations did not recommend the need for an ambulance.

Electricity

Electricity on site will be supplied by use of 2 generators, to be supplied by our production company.

Method statements and risk assessments have been provided for the site electrical supply and installation work.

The event manager will ensure that the contractors are adhering to all relevant health and safety regulations and must comply with the general requirement of the Electricity at Work Regulations 1989. An electrical sign-off for the installation will be collected from the contractor.

Fire safety - Fire safety has been covered in a separate Risk Assessment and all actions identified in the assessment will be carried out. List of fire points -

Point	Extinguishers
Kitchen Marquee (this is adjacent to the catering area)	<ul style="list-style-type: none"> • 1 x CO₂ • 1 x H₂O • 1 x fire blanket • 1x F-type
Stage	<ul style="list-style-type: none"> • 1 x CO₂ • 1 x H₂O • 1 x fire blanket
Information Point	<ul style="list-style-type: none"> • 1 x H₂O/CO₂
Emergency exits	<ul style="list-style-type: none"> • 6 x H₂O/CO₂

Refer to the Risk Assessment for further detail on health and safety regarding temporary structures at the event.

Child Protection Policy

The London Oktoberfest is committed to the protection of children from harm. Children are ONLY allowed for the Sunday lunch.

Philosophy and principles

- All children and young people whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff will be aware of the child protection policy and will understand their responsibilities and procedures concerning how to respond appropriately.
- London Oktoberfest supports check 25, in doubt cases legitimating will be asked.
- London Oktoberfest will not sell alcohol to people under 18 of age or allow those to enter on other days than Sundays.

Lost person's procedure

It is essential that all staff and security are familiar with the following procedure. This procedure has been handled from the year 2013 on.

Lost child discovered

1. If a lost child is found and reported to one of the event staff, a message should be communicated to the Event Manager as per the communication plan (radio, phone, in person to event control point) that a 'Moses' has been found at 'location'. At this stage only these basic details should be given over the radio
2. The Site Manager will be located at the information point or in the secure backstage area
3. Two staff (at least one security and one Whrights First Aid Coverstaff) should then remain with the child at this point for a period of 5 minutes to allow for a possible quick reunification. The child/person should be asked for a contact phone number of their parents if that is known, and staff should try to make contact by phone
4. Please note if there is any suspicion that the child may have been a victim of crime, they should be taken immediately to the Event Control Point (Secure backstage area – site manager's office) where police will be called to attend.

5. During the 5-minute period of the child remaining in the area of where they were found the Event Manager will broadcast the following message to all event staff via radio "We have a 'Moses found' in the area of 'description', please direct any parents claiming to have lost a child to the Whrights First Aid Coverpoint
6. If after 5 minutes the child has not been reunited with their parent / guardian, then they are to taken to the secure backstage area where two checked Whrights First Aid Coverpersonnel will supervise the lost child/person.
7. Event Control will advise all staff via radio that the "The Moses is in Event Control and that all staff should direct any parent claiming to have a lost a child to the Information point" This is where the parent / guardian will complete a 'Lost Person Report' form, once complete the form will be taken to Event Control
8. The parent/s claiming to have lost a child will remain at the Information Point until such time that staff are happy that the descriptions match
9. Unification should only take place in the presence of staff (preferably Police) and once 'Lost Person Release Form' has been completed

Parent reports lost child

1. If a Parent/s reports a lost child, they should be taken to the Information point where staff will instruct the parent to fill out a 'Lost Person Report' form. Staff will also contact the Event Manager via radio with the following message "We have a report of a Moses on the site" (repeat). The Event Manager will then inform all staff via radio, that "We have a 'Moses' on site"
2. Once the report has been completed this should be taken to Event Control for the attention of the Event Manager
3. In this situation if someone is found then staff will need to bring him or her to the secure event control area at the rear of the stage rather than waiting for the 5-minute wait period. Two CRB staff (at least one security or police) will look after the child
4. The parent/s should be encouraged to look for their lost child; however, they must complete the 'Lost Person Report' prior to leaving the information point, including mobile phone contact details. It must also be made clear that if they find their child, they must inform staff that unification has occurred so the incident can be closed
5. Unification should only take place once staff are happy that the descriptions provided by parent / guardian and child match. Unification should only take place in the presence of staff (preferably Police) and once 'Lost Person Release Form' has been completed
6. If after a period of 10 minutes, there has been no lost child found the Event Manager will contact the stage manager and inform them to instruct the MC to broadcast the following message. *"Ladies and Gentlemen, I would like to advise we have a lost child/person, if you come across a child/person that is lost please take them to the nearest security guard"*

10. Risk registers and action plan

Introduction

The following risk assessment contains a risk register and an associated action plan for each identified risk. Within the action plan, each identified risk is given a severity rating based on the below matrix. Controls are then highlighted as to how the risk will be controlled to a level that is deemed acceptable. It is also identified who holds the responsibility to action the identified controls, gives each risk a revised rating based on the controls to be put in place and finally provides an overview of what stage the mitigation is at. It should also be noted that all categories of risk are to be covered in the following assessment: this means that not only health and safety issues will be covered but also other risks associated with the event such as financial, public perception, communications and environmental. A strategy is in place to make sure that the following risk assessment document is circulated to all relevant authorities and key event personnel. All event documentation will be resubmitted to the Events Advisory Team prior to the event date of 27/10/2022 only in case of any changes. SAG membership is made up of police, fire service, ambulance, licensing, environmental health, trading standards, squares, noise team, etc.

Methodology matrix



Severity rating matrix	Potential severity of harm			
	Slightly harmful 1	Harmful 2	Extremely harmful 3	
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerate 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

Distribution list

Event Planning and Operations Group	✓	Key LO event staff	✓	Key event supplier	✓
Production company	✓	Safety Manager	✓	Site Electrician	✓
Event Manager	✓	Tent supplier	✓	Service Manager	✓
Whrights First Aid Cover	✓	London Borough of Hammersmith and Fulham	✓	Decor Manager	✓
Kitchen Manager	✓	Security Manager	✓		
Site Manager	✓	Staff Manager	✓		

Revision process

This plan will be reviewed on a regular basis in the lead-up to the event on 27/10/2022.

Review finally by	Review date
Event Manager	30.09.2022

Risk register – London Oktoberfest

Identified Risk	Category	Action Plan No.
Poor event attendance	Event reputation	LO-SF01
Poor stage and kitchen programme	Event reputation	LO-SF02
Lack of activities to attract and keep audience	Event reputation	LO-SF03
Event does not deliver on core event values	Event reputation	LO-SF04
Event is not recognised as a public event	Event reputation	LO-SF05
Intoxication - People drinking too much – Check 25	Health & safety	LO-SF06
Entrance control / Door searching	Health & safety	LO-SF07
Trips and falls at event, public and staff – site and within temporary structures	Health & safety	LO-SF08
Trips and falls on and adjacent to stage	Health & safety	LO-SF09
Working at heights - falls	Health & safety	LO-SF10
Electrocution, public and event participants	Health & safety	LO-SF11
Collision between moving vehicles and public	Health & safety	LO-SF12
Preventing Crime	Health & safety	LO-SF13
Fire – Faulty equipment	Health & safety	LO-SF14
Fire – Kitchen Area	Health & safety	LO-SF15

Identified Risk	Category	Action Plan No.
Fire – Fire service unable to access site	Health & safety	LO-SF16
Fire – on site	Health & safety	LO-SF17
Larger than anticipated crowds	Health & safety	LO-SF18
Heat stroke and dehydration, public and event participants	Health & safety	LO-SF19
Poor weather on one or more days; rain, wind	All	LO-SF20
Noise complaints from surrounding residents	Environmental / Event reputation	LO-SF21
Urinating around and outside the event area	Environmental / Event reputation	LO- SF22
Waste outside the event area	Event reputation	LO-SF23
Waste from the event area and recycling	Health and Safety / Event Reputation	LO-SF24
Public Disorder – fighting inside / outside the tent	Health and Safety / Event Reputation	LO-SF25
Tent construction	Health & safety	LO-SF26
London Oktoberfest event receives negative publicity	Event reputation	LO-SF27
First Aid Cover	Health & safety	LO-SF27
Please note: Red text indicates further actions required		

Risk Action Plan – London Oktoberfest

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF01	Poor event attendance	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •A marketing and communication strategy has been developed and is being implemented •A square has been selected that has medium crowds during the warmer months and where other large events have been held, thus ensuring a guaranteed crowd •Close to public transportation 	Director	1 x 2 = 2 Tolerate	Comms plan currently being implemented must continue to monitor.
LO-SF02	Poor stage and kitchen programme	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •Division of duties between officers •Contacting variety of the band and DJ's program – mix Ompa and British popular music •Working with Kitchen team to optimise food offer 	Director Staff Manager Kitchen Manager	2 x 2 = 4 Moderate	Programmes to fit to UK taste.
LO-SF03	Lack of activities to attract and keep audience	Lack of activities to attract and keep audience	<ul style="list-style-type: none"> •Event design process being followed to ensure audience expectation is considered and planned for •A very comprehensive marketing programme has been developed that will run until the second event weekend 	Director	1 x 2 = 2 Tolerate	Event has well-known programme from the Munich festival
LO-SF04	Event does not deliver on core event values	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •Constant monitoring of event design outcomes and core values identified •Previous engagement in Denmark used to design this event •Strong focus of health and wellbeing – particularly relating to food 	Events Team Event partners	2 x 2 = 4 Moderate	Working with established partners from previous events.
LO-SF05	Event is not recognised as a public event	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Marketing and media messages being stepped up close to the event •Campaign branding follows the munich festival style 	Director	1 x 2 = 2 Tolerate	Branding through the famous Munich festival

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF06	Intoxication - People drinking too much – Check 25	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •No alcohol served to people below 18. We will follow Challenge 25 policies and require ID from anyone who looks 25 or younger •People who are visibly intoxicated will have to leave the venue •We close at 23:00/19:30 at the latest, when people are in good mood •Security from 22:00 till end to direct people towards train stations 	Director Event Manager Staff Manager Security company Site Manager	1 x 2 = 2 Tolerate	Event employees will be trained and informed about the rules and need for intensive care. Security to help prevent problems.
LO-SF07	Entrance control / door searching	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •People are not allowed to bring outside food or drinks. We search all larger bags at the door. No weapons are allowed •Visibly intoxicated people will be denied entrance •No gangs or other marked people are allowed entrance 	Security Site Manager	2 x 2 = 4 Moderate	These rules will be stated on the homepage. Security personal will be advised in strict acceptance and fulfilment.
LO-SF08	Trips and falls at event, public and event participants	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Selection of competent contractors for supplying of all services •A safety inspection will be carried out prior to every event opening day •On-going safety inspections throughout the day to identify any trip hazards •Staff will also be briefed and trained to be aware of potential hazards and trained in system of reporting •All cabling will be channelled into the grass or run along tent or fence lines 	Event Manager Staff All contractors	1 x 2 = 2 Tolerate	Site visit has taken place with Production Company. Safety inspection is in production day's schedule. System in place for work signoffs and collection of method statements, risk assessments and insurance documentation

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF09	Trips and falls on and adjacent to stage	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •All areas on and around stage will be checked prior to the opening of the event •Stage has steps and is closed to the public. Has only size of 5 x 8 m. •Event manager to carry out pre-event inspections 	Event Manager Site Manager Staff	1 x 2 = 2 Tolerate	Pre-event site safety inspection to take place
LO-SF10	Working at heights - falls	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Any working at height activity will adhere to the Work at Height Regulation 2005 •Attaching décor to heights will use zargees ladder 	Event manager Director Tent contractor Site Manager	1 x 3 = 3 Moderate	Contractor has confirmed use of zargees ladder complies with Working at Heights regulation
LO-SF11	Electrocution, public and event participants	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Production company reputable and experienced •An electrician will be at the site every event day from 11:00 – 23:00 •Employ a site electrician to inspect and sign-off all electrical installations •Ensure all electrical equipment is current PAT tested 	Production Manager Event Manager Site Manager Site Electrician	1 x 3 = 3 Moderate	Experienced electrician company to be in charge
LO-SF12	Collision between moving vehicles and public	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •No vehicles during opening hours. Delivery has to be in the morning •Driving in the evening 	Event Manager Kitchen Manager Site Manager	1 x 3 = 3 Moderate	Vehicle policy is clear. Briefing notes will be sent out to all contractors and suppliers. No vehicle to move in shortly after opening hours.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF13	Preventing Crime	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •After dark people must leave the square, also for there one safety •Pickpocket risk inside the tent •Toilet area seems to be a high-risk area 	Director Event Manager Security Site Manager	1 x 3 = 3 Moderate	More security to patrol and be on/at the toilet area. Extra SIA to help people leaving find their way out the square and make the egress even faster Security to be extra aware of pickpockets.
LO-SF14	Fire – faulty equipment	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Site plan clearly identifies fire extinguisher points •Generators will all have fire extinguishers placed next to them •Only diesel used as fuel •A fire safety inspection will be carried out prior to the event opening •All electrical work will be carried out by competent contractors and installation signoffs provided 	Director Event Manager Production Manager Caterers Site Electrician	1 x 3 = 3 Moderate	Fire points placed on plan. All other aspects in lace
LO-SF15	Fire – Kitchen area	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Kitchen supplier by reputable supplier with all relevant health and safety documentation •Adequate exits will be maintained with appropriate signage •F-type and CO2 extinguishers and fire blankets will be in adjacent to the kitchen and clearly signed •Staff will be trained in fire fighting •No gas used in the kitchen area 	Director Event Manager Staff Kitchen supplier Site Electrician	1 x 3 = 3 Moderate	Staff and public advised through site plan with fire points placed in the tent at 10 locations.
LO-SF16	Fire – Fire service unable to access site	1 x 3 = 3 Moderate	<ul style="list-style-type: none"> •Emergency RVP will be communicated to fire service via Event Management Plan •Master keys for all gates held by both restaurant manager and event manager 	Event Manager Site Manager	1 x 3 = 3 Moderate	See also separate fire risk assessment. Staff trained in fire fighting

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF17	Fire – on site	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Nominated staff to received basic training in the use of fire extinguishers, water sprayers and fire carpets •Fire equipment placement and numbers identified and documented •Staff and contractors will be aware of fire points •No more than 25m to next fire point from the hole tent area 	Director, Event manager ELT	1 x 3 = 3 Moderate	Need to ensure basic training on use of an extinguisher during on the day briefings. Fire extinguisher points and numbers have been established. Site plan clearly identifies where fire points need to be placed
LO-SF18	Larger than anticipated crowd	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •Toilet numbers based on 1 per 80 anticipated visitors and increased by expected liquid sales numbers •Venue will be closed if 1,800 guests are inside •Professional security firm employed to cover security for the event •Police will be called in case of unrest 	Production Manager Security Company Site Manager	3 x 1 = 3 Substantial	Toilet numbers based on 1,800 people at any one time. Security firm confirmed and roles defined.
LO-SF19	Heat stroke and dehydration, public, event participants and staff	1 x 2 = 2 Tolerate	<ul style="list-style-type: none"> •Free bottled water for staff, artists and security •First Aid attendance throughout the event. Min. of 1 Whrights First Aid Coverstaff •Number of bars selling drinks – 1 giant 	Event Manager Site Manager Kitchen Manager Staff Manager First Aid Cover	1 x 2 = 2 Tolerate	Water on sale for only 1£. Free tap water available

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF20	Poor weather on one or more of the days; rain, wind	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •All Temporary structures being supplied and erected by competent supplier •Site is not subject to flooding •Wind conditions are not forecast to be strong, continued monitoring of wind conditions will occur throughout the event as it is still late summer •Extra tent pegs are being used as safety measure •Special pumps are in place to empty the entrance area in case 	Event Manager Production company Site Manager	2 x 1 = 2 Tolerable	Additional pumps have been placed on standby order.
LO-SF21	Noise complaints from surrounding residents	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Sound technician to establish suitable DB levels with Pollution Team requirements •Pre-event communication with surrounding residents •Music programme is a part of the event, Tyrolean style. Risk that some residents don't like the music style. Noise consultant all event hours. •Limited residential properties in immediate area •Event has been scheduled for two long weekends and will close at 23:00/19:30 at the latest 	Director Event Manager Stage Manager	1 x 2 = 2 Moderate	Noise team guidelines will be forwarded to sound technician. Communication with surrounding residents will take place. Noise consultant. Stage will direct at least populated area. Speakers directed at traffic. Live music stops at 22:00. Dj take music down continuously till zero at 22:45/19:15
LO-SF22	Urinating around and outside the event area	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •The risk is not totally avoidable, but can be minimized with toilets placement •Very big toilet area within the tent reduces the need to go outside •We will place signs at the exit to tell people this is not allowed •Info on our homepage 	Event Manager Site Manager	1 x 3 = 3 Moderate	Before, when and after the event min. 2 security will patrol around the area/ exit road and the street to prevent this problem. Offering toilets at exit.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF23	Waste around and outside the event area	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Food and drinks from inside are not allowed to take outside the event area •People are not allowed to bring outside food and drink into the tent •A cleaning team will every morning clean the way to the event •We will place extra garbage boxes on the way to the event 	Security Site Manager	1 x 3 = 3 Moderate	As no “waste” will leave the tent only what people bring will have to be cleaned. Action plan for this is in place.
LO-SF24	Waste inside the event area and recycling	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Drinking products sold in re-usable glasses which means no waste and little broken glass •Food served on one-way recyclable paper plates •Main waste from packaging •8x1100l waste bins in place to collect all waste at one place •Daily cleaning in the tent / kitchen area 	Event Manager Kitchen Manager	1 x 2 = 2 Tolerate	Waste plan in place, daily cleaning and collecting at one place. So much recycling as possible.
LO-SF25	Public Disorder	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •15-30 SIA security staff employed (depending on daytime) •Visibly intoxicated people have to leave the tent •Event closes at the latest 23:00 •Only max. 1,800 guests •Full emergency response plan in place •Targeted guests are companies and mature persons because of the music style 	Director Event Manager Police Security company	1 x 2 = 2 Tolerate	Security and Emergency Response plans in place. We will follow the previous year’s plan and only contact police in instances of extreme duress or illegal/ violent crime.
LO-SF26	London Oktoberfest event receives negative publicity	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Media plan in place also in emergency case see EMP •Carsten Raun in charge of all press and publicity 	Director	1 x 2 = 2 Tolerate	Media plan in place

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF28	First Aid coverage	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Professional first aid coverage provided by Whrights First Aid Cover based at the First Aid point •Always 1-2 people from Whrights First Aid Cover at site •Two extra help points in the tent with emergency boxes •Most likely problems: Intoxication and small cuts •Contact to ambulance in place 	Event manager First Aid team	1 x 2 = 2 Tolerate	The experience from the last years shows very little problems as the closing is already 23:00/19:30 o'clock. First Aid plan in place.



11. Fire Management Plan

Introduction

The following risk assessment contains a risk register and an associated action plan for each identified risk. Within the action plan, each identified risk is given a severity rating based on the below matrix. Controls are then highlighted as to how the risk will be controlled to a level that is deemed acceptable. It is also identified who holds the responsibility to action the identified controls, gives each risk a revised rating based on the controls to be put in place and finally provides an overview of what stage the mitigation is at. It should also be noted that all categories of risk are to be covered in the following assessment: this means that not only health and safety issues will be covered but also other risks associated with the event such as financial, public perception, communications and environmental. A strategy is in place to make sure that the following risk assessment document is circulated to all relevant authorities and key event personnel. All event documentation will be resubmitted to the Events Advisory Team prior to the event date of 27/10/2022 only in case of any changes. SAG membership is made up of police, fire service, ambulance, licensing, environmental health, trading standards, squares, noise team, etc.

Methodology matrix



Severity rating matrix	Potential severity of harm			
	Slightly harmful 1	Harmful 2	Extremely harmful 3	
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerate 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

Distribution list

Event Planning and Operations Group	✓	Key LO event staff	✓	Key event supplier	✓
Production company	✓	Stage manager	✓	Site Electrician	✓
Event Manager	✓	Tent supplier	✓	Service Manager	✓
Whrights First Aid Cover	✓	London Borough of Hammersmith and Fulham	✓	Decor Manager	✓
Kitchen Manager	✓	Security Manager	✓		
Site Manager	✓	Staff Manager	✓		

Revision process

This plan will be reviewed on a regular basis in the lead-up to the event on 27/10/2022.

Review finally by	Review date
Event Manager	30.09.2022

Risk register

Identified Risk	Category	Action Plan No.
Tent construction	Health & safety	LO-SF01
Décor material	Health & safety	LO-SF02
Kitchen area	Health & safety	LO-SF03
Smoking / smoking area	Health & safety	LO-SF04
Fire equipment	Health & safety	LO-SF05
Emergency exits	Health & safety	LO-SF06
Stage electric	Health & safety	LO-SF07
Power supply	Health & safety	LO-SF08
Fire and audience	Health & safety	LO-SF09
Fire and fire department	Health & safety	LO-SF10

Fire Risk Action Plan

Continually updated in case of new risk or changes.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF01	Tent construction - tarpaulin	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> The tent constructor will deliver the tarpaulin as unflammable tarpaulin It's not allowed to smoke inside the tent. The tent constructor will insure his tent 	Event Manager Site Manager Tent production	2 x 2 = 4 Moderate	The security is strictly ordered to enforce the smoking ban inside the tent.
LO-SF02	Decor material	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> Tent is decorated with Bavarian blue and white colours material PVC and nylon. Will be non-flammable material Tables cloth in PVC non-flammable Blue / white sky in the tent, sprayed with Flamol fire blocker 	Event Manager Site Manager	2 x 2 = 4 Moderate	No flammable material will be used inside the tent
LO-SF03	Kitchen Area	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> Kitchen equipment will only be run with electricity, no gas No open fire will be used Fryers will be used, the staff has top lids and fire blankets, under no circumstances to use water (will be trained) F-type and CO2 extinguisher and fire blankets are at site, staff will be trained 	Event Manager Kitchen Manager Restaurant Manager	2 x 2 = 4 Moderate	Important to train kitchen staff in fire fighting. No open fire used will reduce risk.
LO-SF04	Smoke / Smoking area	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> Smoking inside the tent is prohibited Special smoking area In the smoking area are ashtray H2O/F-type fire extinguisher at site Security will be trained in kindly telling people only to smoke in the smoking area 	Event Manager Dekor Manager Security Site Manager	2 x 2 = 4 Moderate	Important to train security to enforce smoking ban in the big tent. Enough space for smokers in the smoking area.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF05	Fire equipment	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •5 carbon dioxide extinguishers and 2 F-type extinguisher and a fire blanket •In the tent extinguishers are located to such an extent from an arbitrary point in the assembly tent there is not more than 25 meters from an extinguisher •Fire Equipment is placed at exits in the tent, at the bar. At the stage is a CO2 extinguisher to guard against fire in electrical panels, mixers, and electrical installations plus one fire blanket •In the kitchen area 2 CO2 extinguisher, 1 F-type and a fire blanket 	Event Manager Service Manager Security Site Manager Kitchen Manager	1 x 2 = 2 Tolerate	It is the manager's duty to ensure the instruction of staff in the fire equipment this is applicable to his / her responsibility. Also to show the locations of the equipment by signs around the tent to see for all audience.
LO-SF06	Emergency exits	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •The tent has 6 exits all around it •In case of fire the evacuation should be easy •Part or full evacuation follows the plan in the EMP •All emergency exits will be easy to open – no locks •Security advised to open fence •Signs outside on the fence – Fire exit 	Event Manager Staff Manager Service Manager Security Site Manager	1 x 2 = 2 Tolerate	Event employees will be trained and informed about the plans for exit, part or full evacuation. In theory all tent sides can be opened
LO-SF07	Stage electronic	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •Music and sound equipment together with lightening is placed at and around the stage which means concentrated risk •Always one technician to watch the equipment not getting too hot •Fire fight equipment in place to direct use •All stage staff gets special training in observation and fire fight 	Event Manager Stage Manager Stage Staff	2 x 2 = 4 Moderate	Stage staff will be trained in prevention of and fight against possible electric equipment fire. Fire fights equipment at the stage.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF08	Power supply	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Main supply by two-three diesel generators •Generators will run by diesel, no other fuels at site •Certificated electrical will install and control all electric connection •One electrician at site to supervise the installation and power supply in the opening hours •Fire-fight equipment close to the power points and the generator 	Event Manager Site Manager Electrician	1 x 2 = 2 Tolerate	It's important to have a certificated electrician to install and supervise. Always an electrician at site in the opening hours.
LO-SF09	Fire and Audience	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •All areas where audience will be we hang up signs with information of fire equipment and evacuation route •Partly or evacuation plan is in place 	Event Manager All Staff	1 x 2 = 2 Tolerate	Information and emergency light are in place to prevent fire and problems in case of evacuation.
LO-SF10	Fire and Fire department	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •World Wide Festival UK will be working close together with the fire department to prevent and secure the event area and keep the risk of fire as low as possible •World Wide Festival UK uses the experience from the last years to optimise the fire prevention and fight possibilities 	Director Event Manager Fire Department	1 x 3 = 3 Moderate	Prevention and teamwork are key source to success and no fire.

12. First Aid Management Plan

Introduction

The following risk assessment contains a risk register and an associated action plan for each identified risk. Within the action plan, each identified risk is given a severity rating based on the matrix shown below. Controls are then presented, detailing how the risk will be reduced to a level that is deemed acceptable. It also identifies the parties responsible for implanting the controls detailed for each risk listed. Each risk is given a revised rating based on the controls to be put in place and finally provides an overview of what stage the mitigation is at.

Methodology matrix

Severity rating matrix	Potential severity of harm			
	Slightly harmful 1	Harmful 2	Extremely harmful 3	
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerate 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

Distribution list

Production company	✓	Safety Manager	✓	Key event supplier	✓
Event Manager	✓	Tent supplier	✓	Site Electrician	✓
Site Manager	✓	Fire Department	✓	Service Manager	✓
Kitchen Manager	✓	Security Manager	✓	London Borough of Hammersmith and Fulham	✓
Whrights First Aid Cover	✓	Stage Manager	✓		

Revision process

This plan will be reviewed on a regular basis in the lead-up to the event on 27/10/2022

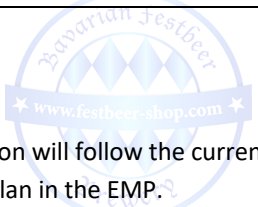
Review finally by	Review date
Event Manager	30/09/2022

First Aid Risk register

Identified Risk	Category	Action Plan No.
Planning	Health & safety	LO-SF01
Communications	Health & safety	LO-SF02
Documentation	Health & safety	LO-SF03
On site facilities	Health & safety	LO-SF04
Kind of incidents most likely	Health & safety	LO-SF05
Audience	Health & safety	LO-SF06
Staff	Health & safety	LO-SF07
Intoxication	Health & safety	LO-SF08
First Aid and ambulance service	Health & safety	LO-SF09

First Aid Risk Action Plan

Continuously update. After the HSE check, there is no need for an ambulance at the site.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF01	Planning	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> It is very important to be prepared since an incident requiring first aid should be attended to immediately. We will have 2 professional Whrights First Aid Coverfirst aid personal onsite. A first aid point will be located near the entrance, with clearly marked signs. This location provides emergency personnel easy access to sick or injured patrons. 	Event Manager Whrights First Aid Cove	1 x 2 = 2 Tolerable	The planning and management will be well prepared in case of an incident.
LO-SF02	Communications	2 x 2 = 4 Moderate	 <ul style="list-style-type: none"> The communication will follow the current communication plan in the EMP. The staff will be informed of the location of the first aid point and proper handling of an incidence. Audience will be informed of the location of the first aid point via prominently displayed signs. 	Event Manager Whrights First Aid Cover Site Manager Service Manager Stage Manager Production Manager Security Adviser Kitchen Manager	1 x 2 = 2 tolerate	Communication plan is in place, information given to staff and audience
LO-SF03	Documentation	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> Whrights First Aid Coverwill continually provide detailed documentation of any incident. Daily summaries will be used to improve any part of the process and add-on or increase any first aid needs. Based on the documentation, we can optimise the first aid supply. 	Event Manager Whrights First Aid Cover Service Manager	2 x 2 = 2 Moderate	Important to have first aid procedure reflect any changes which may occur. First Aid is very important to us.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF04	On site facility / medical provision	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •A fenced first aid station will be located behind the wardrobe. •The site will measure 2x2,5 meters and will include a place for sick or injured customers to lay down. •first aid staff will be in the tent for all opening hours. This allows several people to be attended to, simultaneously. •We also have 2 extra first aid boxes, located in the kitchen and gift shop, which include all necessary equipment to handle smaller incidents. 	Event Manager Whrights First Aid Cover All staff	1 x 2 = 2 Moderate	Important to train staff to know where first aid equipment is placed and what provisions are available.
LO-SF05	Kind of incidents most likely	2 x 2 = 4 Moderate	<p>The experience from previous events shows the following are most likely to occur:</p> <ul style="list-style-type: none"> •Since drinks are served in plastic glasses, small to larger cuts are not likely to occur •Intoxication is an obvious possibility. Bar staff is forbidden from serving alcohol to visibly intoxicated patrons. Additionally, dangerous situations can arise when patrons have been drinking before arriving. •Widespread panic is also a possibility due to the amount of people present in an enclosed space. •One patron had a heart attack in 2009. 	Event Manager Whrights First Aid Cover Service Manager Security Kitchen Manager	1 x 2 = 2 Tolerate	It is important to be prepared for possible incidents. As we have over 12 years' experience, from Copenhagen and London, we are prepared.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF06	Audience	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Minor skirmishes can develop into large fights, so the security will stop any trouble before it starts and separate the participants. •In case of illness, we have the first aid point accessible during all opening hours. •Intoxication is a risk, but we try to prevent excessive intoxication by following “Check 25” policy and not selling to visibly intoxicated people. •All dancing and standing on the benches are at one’s own risk. •Security advised to help where they can. 	Event Manager Whrights First Aid Cover Service Manager Security Restaurant Manager	1 x 2 = 2 Tolerate	The experience from Copenhagen shows very few problems as the audience is very mixed between 20-70 years of age. The music and décor make for a friendly, nonaggressive atmosphere
LO-SF07	Staff	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Food prep always includes the risk of cuts or burns. Our staff is very experienced. •We do not work with open fire. •The service staff is required to pick up any broken glass immediately to prevent cuts. •Table service is available throughout the tent which can lead to exhaustion or foot and back pains. 	Event Manager Whrights First Aid Cover Service Manager Security Kitchen Manager	2 x 2 = 4 Moderate	We try to take as many measures as possible to protect staff and allow them regularly scheduled breaks

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF08	Intoxication	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •The risk is always present that people will overestimate their drinking capacity. Staff is instructed to not serve alcohol to visibly intoxicated patrons. Security will remove drunk and disorderly people from the tent. •Check 25 will be support by World Wide Festival UK Ltd. •Children are only allowed on Sunday, with an accompanying adult. •Visibly intoxicated people will be denied access to the tent. •We mainly offer beer and wine. Underberg is the only strong alcohol for sale, as a digestive. Its bitter tast prevents most from drinking it in larger quantities. 	Event Manager Whrights First Aid Cover Service Manager Security Adviser	1 x 2 = 2 Tolerate	It's important that all staff will be instructed and trained in preventing intoxication. No sale of alcohol to underage or visibly intoxicated people
LO-SF9	First Aid and ambulance service	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •WWF will be working close together with the ambulance service to secure a quick arrival in case of emergency. •The first aid point is placed close to the entrance. In the event the main entrance is inaccessible to emergency personnel, an emergency exit close to the first aid point will be used to transport any person out. •Whrights First Aid Coverwill call for additional assistance in case of an emergency. 	Event Manager Whrights First Aid Cover Service Manager Security Adviser Restaurant Manager	1 x 3 = 3 Moderate	We will work closely together with ambulance service to assure quick arrival in emergency cases. Whrights First Aid Cover oversees the request for emergency personnel

13. Food Safety Management


Food delivered

Food may be received from licensed or registered businesses.

Check at each delivery of goods follows:

- Is delivery temperature correctly. Control collection of food by writing temperature down at the time of delivery. Always perform measurements on suspicion of error. Be aware that there may be different temperature requirements for various goods and describe what limits are valid for the products in your business. Usually, the temperature limits max. 5 ° C, refrigerated goods and -23 ° C for frozen products.
- If the packaging is complete and intact.
- Is sustainability in order?
- Is the label properly.

Malfunction:

If a mistake occurred, perform one or more of the follow actions: 

- Goods returned.
- The products will be evaluated and used immediately if this does not pose any risk.

Errors should always be documented in the form of "goods receipt".

Documentation:

Control must be implemented at each delivery and documented in writing Table 1 on "Receipt of goods".

Errors should always be documented.

Storing Food

Food must be stored hygienically. This is done in the kitchen area which is closed behind a fence. We have a large refrigerator/ artic freezer truck for frozen products.

Checked every day:

- Storage Temperature (keel max. 0 to +4 °, frozen -23 ° C. Depending on temperature requirements of the product). Daily delivery.
- Shelf life of food. Assess whether the food can be used / sold.
- We do not work with raw meat.
- Thawing of food must take place in the refrigerators.

Malfunction:

- If refrigerators and freezers cannot keep the temperatures as food requires the responsible party will decide whether the product can be used or if the product should be discarded.
- We destroy products that have risk in case of refrigerators should not be able to maintain the temperature.

Documentation:

- The temperature checked daily and must be documented in Form 2 "Storage refrigeration and freezing. "
- Errors should always be documented and recorded.
- If the temperature is too high, immediately lower the temperature in the refrigerator. If this happens repeatedly switch the refrigerator off to reset.

Heating

- Food is heated to reach a minimum temperature of 81° C anywhere in the product. The temperature is measured and controlled with an insert thermometer.
- Each heating must ensure that minimum temperature of 81 ° C is reached.

Malfunction

- If the temperature is lower than 81 ° C continue heating until the temperature is reached.

Documentation

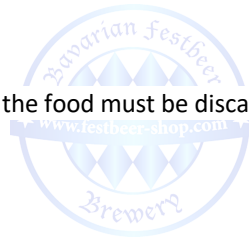
- Audits shall be performed twice during the 8 festival days is on and documented in "Heating and cooling"
- Cooling down food
- There is no cool down = no cooled food will be used. Hot food made on order. Remnants are a waste.

Warm Keeping

- Food is kept warm continually for 3 hours. For items such as sausage, where the following heat-treatment is at 81 ° C, heat is kept at a minimum temperature of 65 ° C. The temperature is measured and controlled with an insert thermometer.
- At each single heat retention, ensure that the temperature is at least 65 ° C.
- Sales of hot dishes. (For example, sausages)
- Foods stored at temperatures between 65 ° C and 75 ° C should be sold within 3 hours.
- The 3 hours is controlled by the kitchen manager

Malfunction:

If the temperature is less than 65 ° C for more than 3 hours the food must be discarded.



Food waste

Following EPOG requirements food waste will be kept separate from other waste.

Documentation

Checks carried out once during the 8 festival days on and documented in Table 4 of "Keeping Warm". Errors should always be documented.

Food separation

To ensure there is no cross-contamination by pathogenic bacteria between different foods, there must be separation of vegetables and prepared foods, etc. during production and storage.

This is done by:

- Cleaning knives, wood plates, countertops, and cutting machines when changing between handling food.
Using different areas in the kitchen and chopping boards for different types of products.
Storing the food covered and separated
- Separating Staff food preparation and consumption from the food used for our guests
- Food for Staff will be cooked using raw ingredients and as such is kept separate from the provision of food for the public so as to minimise the risk of cross contamination.

Check regularly that the food be kept separate during production and storage.

Malfunction:

- Assess whether the product can be used for e.g., subsequent heating or discard the product.

How to separate food:

- In the refrigerator-cooling container
- Vegetables will be kept only in one refrigerator, in one section. Should there be more space in the fridge only sealed and packaged products will be stored here. We only use vegetables to garnish. There fore there are few vegetables in refrigerated areas.
- During production (describe areas or temporally separated)
- The kitchen has separate area for the washing and preparation of vegetables and other foods. Moreover, there is a special bench for salads and vegetables.

Cleaning and disinfection

Any disinfectant or sanitiser used will meet the official standards of BS EN1276:1997 or BS EN 13697:2001. We will check with our supplier that they meet the required standards

- Disinfection can be done in the dischwasher with rinse water temperature at min. 65°C
- Or disinfection may be made by pouring boiling water.
- Or with an approved disinfectant (Remember! to rinse with cold water after disinfection)

Cleaning checked daily before the commencement. If cleaning is not done immediately after working, then cleaning must occur before starting next day.

Beer pipe cleaning

We will use the following method:

1. The pipe is removed from the truck and is cleaned with Pipeline professional products with relative 1:40 (2.5%). Then left standing for 5 minutes.
2. Clean the taps with Pipeline professional products with over 1:40 (2.5%) . Then left standing in the taps for 5 minutes.
3. Thereafter, all gets washed with water. Each hydrant and hose will be washed with 10 liters of water.
4. The 2 multi tap are cleaned in warm water.

This procedure it's repeated after each weekend.

Beer pipe system backup:

We always will have second beer pipe system as backup. In case of an accident, we simple must switch the beer pipe at the tank and the beer will run through the backup system. This change over will not take more than 5-8 minuts and will ensure the beer is always running.

Personal hygiene

Three handwash facilities (one in the bar area and one inside the kitchen and one in the cooking area) are going to be put inside the tent to guarantee basic personal hygienical condition within the staff. You can find a list of common hygienical practices our staff is going to be instructed for below:

Theme	Instruction
Use clean clothes	<ul style="list-style-type: none"> •switch daily work wear
Wash hands	<ul style="list-style-type: none"> •Before you begin working with food •When you change the workflow •When you are coming from break •When necessary (after sneezing, etc.) •Once you have been to the toilet

Disease	<ul style="list-style-type: none"> •Do you have any open wounds, diarrhea or other infectious diseases, please contact the Kitchen chef and the subsequent operator •responsible when you can resume work.
Smoking	<ul style="list-style-type: none"> •Do not smoke, where food is produced / stored.
Other Rules	<ul style="list-style-type: none"> •Jewelry in the kitchen, do not work with jewelry on hands. •Headgear There are no requirements for headgear. •Job outside food section. Is served directly to customers from the kitchen into the tent. There is no serving outside the tent.

Education

We recruit at least 1 chef from Germany. He/she alone accounts for cooking with 2-3 kitchen helpers. The operator must ensure that staff are informed of the hygiene rules and own checks are completed.

Maintenance and pest protection

The Company's standard maintenance and pest surveillance must be checked before opening.

All rooms are reviewed. Remember also surrounding areas, store and toilets.

Control of premises and equipment can be, for example, the following:

- That the walls, floors, ceilings and window frames are whole, smooth and washable.
- Fittings and machinery are all, easy to clean and without rust.
- If there are pests in the premises, such as flies, moths, mice and rats.
- That there are grates on the drains.
- Doors and windows are tight.

Traceability: Traceability is with us not a problem because invoices will be held at the venue.

Withdrawal

Foods that do not meet the requirements for food safety, and which may make people ill, will be withdrawn from the market.

If the company receives a letter from the vendor regarding the withdrawal of food:

- this letter is saved as evidence of self-inspection program
- together with a note on what the company has done. For example, how many items or kg have been returned or discarded.

Cleaning Schedule

(Cross frequency and type D when disinfected)

	Daily	Weekly	Monthly	3.month	Other:
Kitchen					
Walls	X				
Floor	X				
Ceilings		X			
Refrigerators	X				
Freezers		X			
Ventilation		X			
Shelves		X			
Cabinets	X				
Tables	X				
Machinery					

	Daily	Weekly	Monthly	3.month	Other:
Machinery	X				
Other					
Storage (non-food)					
Floor		X			
Ceilings		X			
Walls		X			
Fridge/Freezer	X				
Shelf's		X			
Toilets					
Toilet	X				
Washbasin	X				
Walls/Windows	X				

	Daily	Weekly	Monthly	3.month	Other:
Floor	X				
Ceilings	X				
Kitchen area					
Waste	X				
Tables	X				



14. Education, Form

Name	Date of birth	Start date	Education/ hygiene-certificate	End of job

15. Noise Risk Management

Introduction

The following risk assessment contains a risk register and an associated action plan for each identified risk. Within the action plan, each identified risk is given a severity rating based on the below matrix. Controls are then highlighted as to how the risk will be controlled to a level that is deemed acceptable. It is also identified who holds the responsibility to action the identified controls, gives each risk a revised rating based on the controls to be put in place and finally provides an overview of what stage the mitigation is at. It should also be noted that all categories of risk are to be covered in the following assessment: this means that not only health and safety issues will be covered but also other risks associated with the event such as financial, public perception, communications and environmental.

Together with the Licensing Department and in order to prevent Public Nuisance, this event is subject to the following conditions:

- The Designated Premises Supervisor/Promoter shall appoint a named person to co-ordinate noise issues. Contact details for the named 'noise coordinator' shall be notified to Hammersmith and Fulham Council's Environmental Protection Service. The noise co-ordinator shall liaise between all parties - Environmental Protection Service, Nighttime Noise Service, DPS, event manager, sound engineers, appointed noise consultants and the Licensing Authority on all matters relating to noise control prior to and during the event.
- A noise propagation test shall be undertaken prior to the start of the event in order to set appropriate control limits at the sound mixer position. The system shall be limited to prevent the $L_{Aeq} (15 \text{ minute})$ music noise level exceeding the L_{A90} background noise level by more than 15dB when measured at the position of any nearby residential façade. The sound system shall be configured and operated in a similar manner as intended for the event. The sound source used for the test shall be similar in character to the music most likely to be produced during the event. We measured a background level of 50 dB in the square.
- The noise co-ordinator shall ensure that noise is monitored at the perimeter of the site (or other appropriate noise sensitive locations) throughout the event, to ensure continued compliance with the specified +15dB music noise level limit close to nearest property.
- The noise co-ordinator shall comply with any request made by a nominated officer of the Environmental Protection Service to reduce or remix sound emanating from the amplification system. Upon request, facilities shall be provided at the mixing desk(s), or other appropriate position(s), for a nominated officer of the Environmental Protection Service to monitor and where necessary secure a reduction in the music noise level.
- Low frequency level to be 65 dB @ 63 Hz at any noise sensitive premises.
- The music noise level (MNL) should not exceed the background noise level by more than 15dB over a 15-minute period 1 metre from the façade of any noise sensitive premises.

Methodology matrix

Severity rating matrix	Potential severity of harm			
	Slightly harmful 1	Harmful 2	Extremely harmful 3	
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerate 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

A strategy is in place to make sure that the following risk assessment document is circulated to all relevant authorities and key event personnel. All event documentation will be resubmitted to the Events Advisory Team prior to the event only in case of any changes. SAG membership is made up of police, fire service, ambulance, licensing, environmental health, trading standards, noise team, etc.

Distribution list

Events Planning and Operations Group	✓	Service Manager	✓	Key event supplier	✓
Site Manager	✓	Staff Manager	✓	Site Electrician	✓
Restaurant Manager	✓	Tent supplier	✓	Stage Manager	✓
Whrights First Aid Cover	✓	Music supplier	✓	Band	✓
Kitchen Manager	✓	Security Manager	✓	London Borough of Hammersmith and Fulham	✓
Decor Manager	✓	DJ	✓		

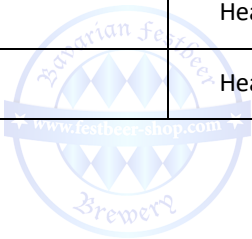
Revision process

This plan will be reviewed on a regular basis in the lead-up to the event on 27/10/2022

Review finally by	Review date
Event Manager	30/09/2022

Noise Risk register – London Oktoberfest

Identified Risk	Category	Action Plan No.
Planning	Health & safety	LO-SF01
What is the source of the noise	Health & safety	LO-SF02
What specific areas are affected	Health & safety	LO-SF03
On site facilities	Health & safety	LO-SF04
Employees affected	Health & safety	LO-SF05
Audience	Health & safety	LO-SF06
Residents	Health & safety	LO-SF07



Noise Risk Action Plan – London Oktoberfest

Continuously update. After the HSE check there is risk of peak reach but measure control in place.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF01	Planning	2 x 3 = 6 Substantial	<ul style="list-style-type: none"> •We play Tyrolean and pop music, not a rock concert. •The sound system only planned to play the tent, not amplified to higher levels •Daily opening hours(tent) of 7 (12 Sat.). The Band plays 5-6 times 45 min. a day. Rest will be recorded music by DJ. •Limiting devices will be in place to assure control measures. 	Event Manager Music equipment supplier Stage Manager Band / DJ	1 x 2 = 2 Tolerable	The planning and management will be targeting music at a reasonable level. Bavarian music. Live music stops at 22:15 at the latest
LO-SF02	What is the source of the noise	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Speaker: 9 top boxes and 8 button boxes. Delay boxes. Top boxes will be at 4m high and bottom at 2m. •The band will use, electric guitar, Bass, drums and accordion and guitars. •DJ music will be used to fill out the brakes of the band. Primary playing popular music and Bavarian folk music 	Event Manager Music equipment supplier Stage Manager Band / DJ	1 x 2 = 2 tolerate	The noise is planned to the tent area. The primary music style is popular music. Sound system will be placed high so sound top-down
LO-SF03	What specific areas are affected	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •The stage area is the most affected. Control measures to be done here regularly •The pit area is affected, but the speakers are in 4 m height. Measure to be done regularly •Back stage –area not much affected as no speakers pointing in this direction. •The middle of the tent as all speakers points here, but the size of this area is about 1000 m2. •The two side areas are not much affected as no speaker point here. 	Noise Team Event Manager Music equipment supplier Stage Manager Band DJ	2 x 2 = 2 Moderate	The areas most affected are the stage area and the middle of the tent. Control measures to take place regulay. The “working” areas not that much affected.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF04	On site facilities	3 x 2 = 6 Substantial	<ul style="list-style-type: none"> •A Noise coordinator is at site for control measures •Limiting devices will be built into the sound system. •The choice of venue and the placing of the tent is a noise measure itself. •The sound system constructed only to provide the tent with good music. •Sound system planned to optimise the noise level and thereby keep the level low. Speaker placing is optimised. •Band and DJ trained in reducing noise when possible. Daily sound check. 	Event Manager Stage Manager Restaurant Manager Service Manager Security Adviser All staff	1 x 2 = 2 Moderate	Music is a part of London Oktoberfest. We have done planning to reduce noise as much as possible. Control measures are in place. Volumes will be turned down whenever possible
LO-SF05	Employees affected	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •The experience from Copenhagen shows the following most likely •Band and DJ, stage sound is spilt all over the tent through speakers. Band and DJ will make long brakes •Service must bring food and drinks out in the tent and passes the stage every time. No staff to be direct in front of speakers, kitchen area has low noise brakes helps staff •Security, no security placed direct in front of speakers, security will patrol and herby vary the level of noise, brakes in the kitchen area. •Management will be working around the whole tent area. Possibility to make brakes even outside the tent. 	Event Manager Whrights First Aid Cover Service Manager Security Adviser Restaurant Manager Kitchen Manager All Staff	1 x 2 = 2 Tolerate	No staff based constantly in front of or close to speakers. All staff will be trained in taking brakes from the noisy areas and go to the kitchen area. Training also in where the speakers are and to avoid being long in front of them.

Action plan no.	Identified risk	Severity rating	Mitigation strategy	Responsibility	Revised severity rating	Mitigation strategy Status
LO-SF06	Audience	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •As the opening hours are from 17:00 (11:00) the likelihood of customers being in the tent the whole day is low. Most guests are expected to attend 4-5 hours. Sat. has a two-shift system. •Audience who pre order seats are ask if they want seats in front of the stage or more quiet at the sides. Half of seats in the tent are free to choose. •As the band only plays live 6 x 45 min. a day the impact is reduced •The toilet/smoking areas offer an opportunity for guest to take a break from noise. •Live music to stop at 22:15/22:00 	Event Manager Whrights First Aid Cover. Service Manager Security Site Manager	1 x 2 = 2 Tolerate	Audience are offered the opportunity to choose among seats. Also, the toilet/smoking area allows customers to make or take a break from noise.
LO-SF07	Residents	2 x 2 = 4 Moderate	<ul style="list-style-type: none"> •Stop the live music at 22:15/22:00, Take the music sound level down step by step till zero at 22:45/19:15 to stop totally exactly at time before close. •Employ an acoustic consultant who will be at site and control any complain right away and stay in contact with the noise team •Play slower music to tire people the last hour •Close the bar at 22:30/22:00 •The placing of the tent and the music stage/equipment will point at the Church and the main part of the sound thereby be leaded into no living place 	Noise Team Event Manager Music equipment supplier Stage Manager Band / DJ	2 x 2 = 4 Moderate	We are aware of the Noise risk to the residence when we close at 23:00/19:30. We have already implemented a 22:30/22:00 close of the bar.

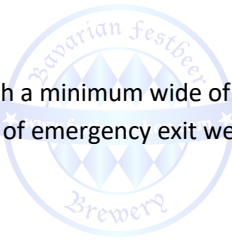
16. Egress Plan and Crowd Management

In general, the event is open to the public and some days of the event ticketed to join. All days people must buy a ticket in advance or (if available) on the door. In addition to a full Security team, we will be employing SIA to manage crowd control in and around the site; execute ingress and implement a smooth egress.

Crowd Management: In accordance with British Standard 8406:2009 the security intends to closely monitor the crowds throughout London Oktoberfest. A crowd flow analysis was conducted and concluded most of the tent allows free flow aside from one key area highlighted around the sound system. This crunch point is only an issue in peak periods as it is in front of the dance area and in-between the V.I.P zone and the end of the reserved seating. To eliminate this high-density area, we will strategically deploy SIA Security to direct crowds around and Offer alternative routes to reach their destination.

Emergency exit calculation

Tent: The tent will have minimum 6 clear emergency exits with a minimum wide of 3m. The longest distance from the middle of he tent to the next emergency exit will be not more than 25m. Each clear meter of emergency exit we can evacuate 250 people per minute. With a capacity of 1,800 people, we can evacuate the tent in maximum of 2 minutes.



Egress

While egress will occur throughout the event, we anticipate the largest number of people to depart will be during the final hour. Live music will stop 22:15/22:00 and the bar will stop at 22:30/22:00 with our final guests leaving the premises at 23:00 (Sunday 22:00), meaning that we have an estimated egress time of about one hour. While the maximum capacity of the event inside and tent is 1,800 people, experience from Oktoberfest since 2011 has shown that such a staggered guest departure will not overwhelm the underground/train Station is close to Lillie Road Recreation Ground in London is no problem, this is also the opinion of the experts from trafik for London. To facilitate a safe departure. clear signage as well as 6 security staff placed outside the exit will direct guests through the surrounding roads towards the stations as well as main stop for busses.

General equipment used:

- Barriers outside the tent
- Fence, red/white signal tape
- 4-6 securities outside the tent along the concrete to and in the Overground/bus/train station

We make a nice walkway out of the tent with pedestrian fence and further down we place the SIA to guide people and to help them walk fast out of the square. By directing guests this way, we make sure no one gets lost in the square and gets at risk as this is now an area we can manage completely. We also place two toilets at the exit just outside the tent but still inside the event area for guests to use on their way home.

Conclusion

Combined, these measures will lead to a fast and safe egress. This plan greatly reduces the possibility of guests losing their way between the tent and station as the path to and from the event is clearly marked. Furthermore, public urination is curbed with the wider availability of toilets conveniently located outside the tent before the exit path.



From: Kristen Cardwell
Sent: 16 August 2022 07:33
To: Licensing HF: H&F
Cc:
Subject: London Oktoberfest Lillie Road Fitness Centre Lillie Road London SW6 7PD:-
2022/01154/LAPR

Good Morning Licensing,

Please refer to the agreed conditions (highlighted in red below) between the Police and the applicant for the above application.

Kind regards,

Kris.

Kris Cardwell
Police Constable 3286AW
Licensing Officer - Hammersmith and Fulham (Central West BCU)
Metropolitan Police Service

From: Carsten Raun
Sent: 15 August 2022 15:13
To: Cardwell Kris J - AW-CU
Cc:
Subject: Re: London Oktoberfest Lillie Road Fitness Centre Lillie Road London SW6 7PD:-
2022/01154/LAPR

Good Afternoon Kris,

Thank you very much for your support and I am happy to accept all conditions. I also believe these conditions are very helpful to get a good and trained staff. The target for all of is a smooth and good event.

Looking forward to meet you all in person.

Kind Regards,

Carsten

Am 15.08.2022 um 15:48 schrieb Kristen Cardwell:

Good Afternoon Carsten,

It was very nice to meet you earlier and discuss your Business Model regarding the premises licence application for London Oktoberfest. I thought the meeting was a very positive one.

Although the EMP that you have submitted is very detailed, I explained the concerns of the Police regarding the lack of conditions offered in the Operating Schedule. Below are the conditions that the Police would like to see added to the premises licence, the vast majority of these you have already covered in the EMP.

1. Unless otherwise agreed, no later than 14 days prior to the event, the Premises Licence holder must ensure an Event Management Plan is presented to Hammersmith & Fulham Police Licensing Team, Noise and Nuisance Team, Hammersmith & Fulham Council, the London Fire Brigade and Emergency Planning Authority for their comments. The Event Management Plan shall include, as a minimum:

- a. Emergency and Evacuation procedures;
- b. Crowd management and stewarding arrangements;
- c. A detailed plan showing site layout and emergency egress points;
- d. A detailed plan showing CCTV locations installed by the Premises License Holder;
- e. Risk Assessments;
- f. A schedule detailing types and locations of emergency equipment;
- g. Sanitary accommodation;
- h. The capacity of fully enclosed locations where alcohol is sold.
- i. A noise management Plan

2. The Premises Licence Holder shall ensure that the event is run in accordance with the Event Management Plan.

3. The licensee shall ensure that:

- (a) All licensed SIA door supervisors and security staff on duty at the event shall be equipped with Body Worn Video (BWV), capable of recording audio and video.
- (b) All recordings shall be stored for a minimum period of 31 days with date and time stamping, and
- (c) the viewing of BWV recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.
- (d) As a minimum, the following will be recorded where reasonably practicable:
 - All searches of members of the public (if not covered by CCTV)
 - All incidents of disorder
 - Any incident where use of force is required or implied (removing a customer for example)
 - Any incident declared as a critical incident.

4. A minimum of 15 SIA registered operatives shall be on duty at all times the premises is open for licensable activities. The premises licence holder shall regularly review and risk assess the requirement for additional SIA operatives to be on duty.

5. A minimum of 1 SIA licensed door supervisors shall be on duty at the front entrance of the premises at all times the premises are open for licensable activities.

6. Where SIA registered door supervisors are used at the premises, a record shall be kept of their SIA registration number and the dates and times when they are on duty.

7. All staff engaged outside the entrance to the Premises, or supervising or controlling queues, shall wear high visibility jackets or vests.

8. A written search policy will be in place and security staff will be briefed on the provisions of the policy to be aware of their responsibilities and actions required by that policy. The policy will include the procedure for searching prior to entry of customers into the licensed area. All bags will be searched prior to entry to the premises. Body searches will be carried out based on an ongoing dynamic risk assessment. Any customer refusing to permit to the search procedure will be refused entry into the licensed area. Any queues formed at the entrance to the site shall be supervised by security staff to prevent disorder and anti-social behaviour.

9. A drugs policy shall be in effect and all necessary staff shall be trained in the implementation of the policy. The policy should be made available to Police and authorised officers of the Licensing Authority on request.

10. Any drugs confiscated from customers shall be stored in a locked and secured container. A log shall be maintained and kept with the drugs container. It will contain details of date/time of finding, whom found by, when deposited, when collected by police, and signatures of depositor and collector. The Police shall be contacted to empty the box when necessary.

11. A challenge 25 proof of age scheme for the sale of alcohol shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

12. The premises licence holder shall ensure that the management team register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package or can demonstrate that the ACT eLearning product has been successfully completed within the preceding 12 months (before the start of the proposed event/open to the public) and that all staff employed by or at the premises complete the "ACT eLearning" training prior to them being employed on the premises.

13. There shall be a minimum of one personal licence holder on duty on the premises during operational hours. Details of the personal licence holder (including name and contact number) shall be displayed in a prominent position on site.

14. No alcohol shall be taken outside of the boundary of the licensable area. Signage shall be prominently displayed advising customers that drinks are not permitted outside the boundary of the Premises building.

15. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

16. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.

17. A refusals record shall be kept at the premises to record details of all refusals to sell alcohol. This record shall contain the date and time of the incident, a description of the customer, the name of the member of staff who refused the sale, and the reason the sale was refused. The record shall be made to police and authorised officer of the Licensing Authority on request.

18. All drinks will be sold and supplied in a none glass vessel.

19. An incident log shall be maintained by the Licence Holder/DPS/Manager that details incidents that occur in or in the immediate vicinity of the premises. This shall include any incidents of disorder, seizures of drugs or offensive weapons, any faults with the CCTV system and ejections from the premises as a minimum.

20. The incident record shall be kept on the premises and be available for inspection by the police or an authorised officer of the Licensing Authority at all times the premises is open.

21. The Premises shall operate a dispersal policy and all staff shall be trained in its implementation.

22. Signs shall be prominently displayed at the exits from the premises asking patrons to dispose of their waste in litter bins.

23. High-Definition CCTV shall be installed, operated and maintained, at all times that the premises are open for licensable activities or customers are on the premises and;

- o shall be checked daily to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available to Police or authorised Council officers on request.

- o at least one camera will show a close-up of the entrance/entrances to the premises, to capture a clear, full length image of anyone entering.

- o shall cover any internal or external area of the premises where licensable activities take place.

- o recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.

- o footage shall be provided to Police or authorised council officer within 24 hours of a request.

- o a staff member from the premises that is conversant with the operation of the CCTV system shall be on the premises at all times. This staff member will be able to show police or authorised officers of the Licensing Authority recent data footage with the minimum of delay when requested. This data or footage reproduction shall be almost instantaneous.

24. All staff shall be trained in how to manage a crime scene and crime scene preservation. This training shall be repeated at least once a year and written records of the training kept on the premise and made available to Police and authorised officers of the Licensing Authority on request.

25. All staff shall be trained in how to identify drunk or drug impaired customers. This training shall be repeated at least biannually and written records of the training kept and made available to police and authorised officers of the Licensing Authority on request.

26. All staff working at the event shall be given compulsory training on the following issues: Welfare and Vulnerability engagement (WAVE) , Ask for Angela, Drink Spiking and Safeguarding . Written records of this training, and a policy to cover each of these topics, shall be retained and made available to the Police or authorised officers of the Licensing Authority upon request.

27. Members of the public shall not be permitted to bring alcohol into the licensed Premises.

28. No football, boxing, mixed martial arts or similar events shall be screened at the Premises at any time.

Please let me know if you are willing to add these conditions to the premises licence and I will inform the Local Authority who can amend the application.

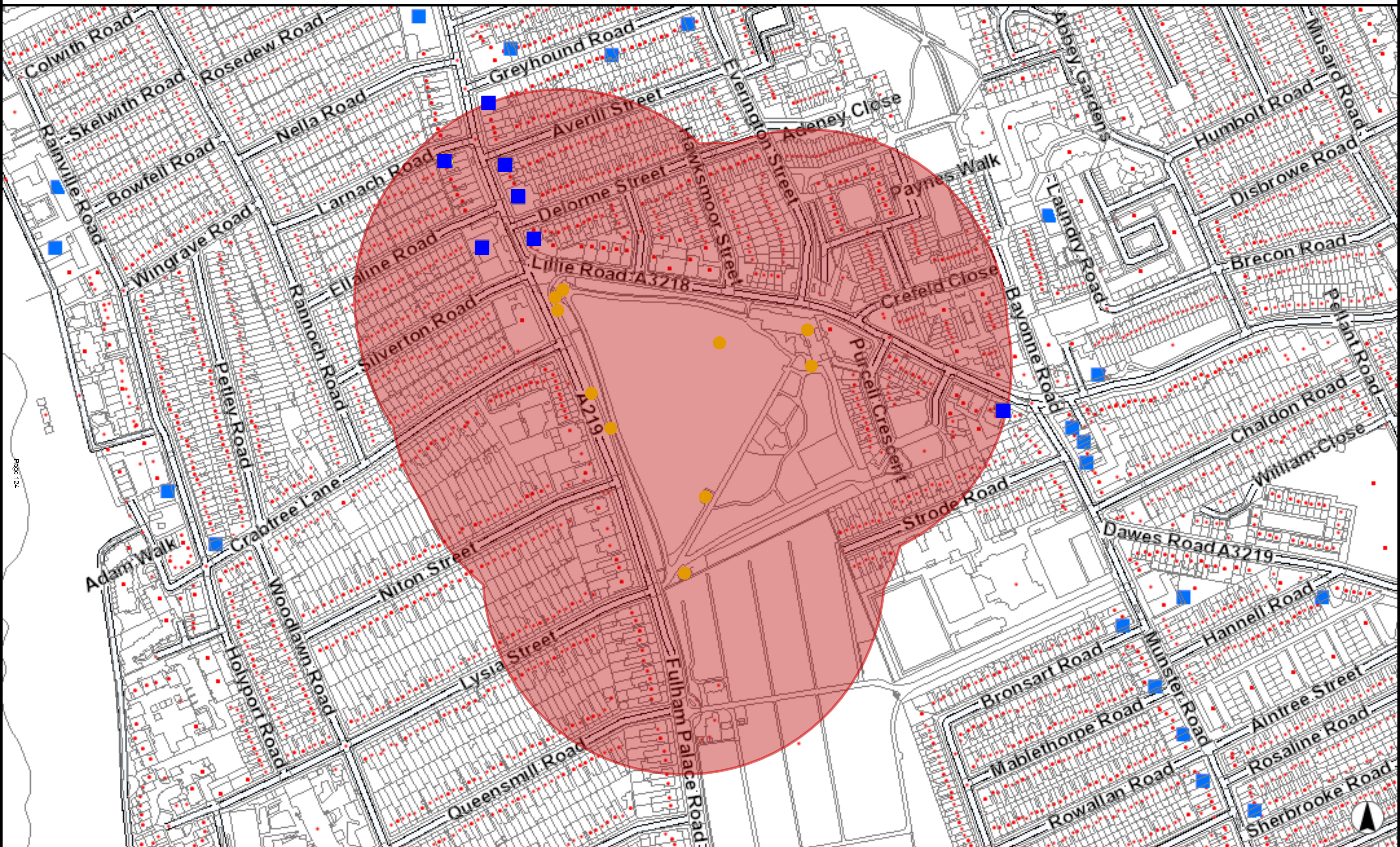
I am happy to discuss anything with you further if required.

Kind regards,

Kris.

Kris Cardwell
Police Constable 3286AW
Licensing Officer - Hammersmith and Fulham (Central West BCU)
Metropolitan Police Service

London Borough of Hammersmith & Fulham



Reference Number	Trading As	Premises Address	Licensable Activities	Monday to Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2022/00979/LAPR	Sainsburys	179 - 183 Fulham Palace Road London W6 8QZ	Provision of Late Night Refreshment	23:00:00 - 05:00:00							
			Sale of Alcohol Off the Premises	00:00:00 - 00:00:00							
2022/00477/LAPR	Ottoman Turkish Cuisine	193 Fulham Palace Road London W6 8QX	Playing of Recorded Music		23:00:00 - 01:30:00	23:00:00 - 01:30:00	23:00:00 - 02:00:00	23:00:00 - 02:00:00	23:00:00 - 03:00:00	23:00:00 - 03:00:00	23:00:00 - 01:00:00
			Provision of Late Night Refreshment		23:00:00 - 01:30:00	23:00:00 - 01:30:00	23:00:00 - 02:00:00	23:00:00 - 02:00:00	23:00:00 - 03:00:00	23:00:00 - 03:00:00	23:00:00 - 01:00:00
			Sale of Alcohol Off the Premises		10:00:00 - 01:30:00	10:00:00 - 01:30:00	10:00:00 - 02:00:00	10:00:00 - 02:00:00	10:00:00 - 03:00:00	11:00:00 - 03:00:00	12:00:00 - 01:00:00
			Sale of Alcohol On the Premises		10:00:00 - 00:00:00	10:00:00 - 00:00:00	10:00:00 - 00:00:00	10:00:00 - 00:00:00	10:00:00 - 01:00:00	11:00:00 - 01:00:00	12:00:00 - 00:00:00
2013/00146/LAPR	Momento	211 Fulham Palace Road London W6 8QX	Sale of Alcohol On the Premises		12:00:00 - 23:00:00	12:00:00 - 23:00:00	12:00:00 - 23:00:00	12:00:00 - 23:00:00	12:00:00 - 23:00:00	12:00:00 - 23:00:00	12:00:00 - 22:00:00
2010/01470/LAPR	Universal Liquormart	208 Fulham Palace Road London W6 9NT	Sale of Alcohol Off the Premises		08:00:00 - 23:00:00	08:00:00 - 23:00:00	08:00:00 - 23:00:00	08:00:00 - 23:00:00	08:00:00 - 23:00:00	08:00:00 - 23:00:00	10:00:00 - 22:30:00
2020/00551/LAPR	Shell Fulham Cross	222 - 224 Fulham Palace Road London W6 9NT	Provision of Late Night Refreshment	23:00:00 - 05:00:00							
			Sale of Alcohol Off the Premises	00:00:00 - 00:00:00							
2021/01551/LAPR	Waitrose	201 - 207 Fulham Palace Road London W6 8QX	Sale of Alcohol On and Off the Premises	08:00:00 - 23:00:00							
2015/00755/LAPR	Best Quality Food & Wine	333 - 335 Lillie Road London SW6 7NR	Sale of Alcohol Off the Premises	11:00:00 - 23:00:00							

OBJECTIONS

From: Cllr Alford Adronie: H&F

Sent: 10 August 2022 12:56

To: Licensing HF: H&F

Subject: RE: Licensing Act 2003 - Reference: 2022/01154/LAPR

Good afternoon

I wish to object to this event on the grounds of

1. Unsuitability of site
2. The hours
3. The length of event
4. The effect on local residents

I will be providing further objections. Please confirm my objections and that it will be brought to committee

Yours Sincerely,

Cllr. Adronie Alford
Councillor for Munster Ward
Opposition Spokesman for Housing
London Borough of Hammersmith & Fulham

From: noreply@lbhf.gov.uk <noreply@lbhf.gov.uk>
Sent: 03 August 2022 22:22
To: Licensing HF: H&F <licensing@lbhf.gov.uk>
Subject: Comments for Licensing Application 2022/01154/LAPR

Comments summary

Dear Sir/Madam,
Licensing Application comments have been made. A summary of the comments is provided below.
Comments were submitted at 03/08/2022 10:22 PM from Mr Andrew Bloxham.

Application Summary

Address:	Lillie Road Fitness Centre Lillie Road London SW6 7PD
Proposal:	Licensing Act - Premises Licence
Case Officer:	Karen Layug

[Click for further information](#)

Customer Details

Name:	Mr Andrew Bloxham
Email:	
Address:	Purcell Crescent London

Comments Details

Commenter Type:	Neighbour
Stance:	Customer objects to the Licensing Application
Reasons for comment:	
Comments:	03/08/2022 10:22 PM Any activity on the Rec always constitutes a disturbance to those of us whose properties back onto the park. Something of this magnitude will be a significant nuisance in terms of noise pollution, parking mayhem and a strong likelihood of drunken and antisocial behaviour. It will also take space from regular park users, most notably those with small children and/or dogs. For these reasons I object to the granting of this licence.

Kind regards

From:
Sent: 16 August 2022 12:46
To: Cllr Adronie Alford (redirect)
Cc:
Subject: Oktoberfest

Dear Adronie

Just a quick note to say, that as the owner of Purcell Crescent, I'm also completely against Oktoberfest being held in Lillie Road Recreational Ground.

I've now lived next to the park for around 10 years, and since the park hasn't been locked at night, there has been a dramatic increase in anti-social behaviour including people sleeping in the park, taking drugs visibly on the park benches and loud parties being held at night, that keep up the residents.

This will only serve to encourage this type of anti-social behaviour, deterring residents and local families from enjoying and using the park. Also I would second the desire from the residents of our road to go back to locking the park at night, which created a far safer and quieter environment for the locals.

Many thanks

Manlio Minale
Owner of Purcell Crescent

From: noreply@lbhf.gov.uk <noreply@lbhf.gov.uk>
Sent: 03 August 2022 16:26
To: Licensing HF: H&F <licensing@lbhf.gov.uk>
Subject: Comments for Licensing Application 2022/01154/LAPR

Comments summary

Dear Sir/Madam,
Licensing Application comments have been made. A summary of the comments is provided below.
Comments were submitted at 03/08/2022 4:26 PM from Ms Nikki Mansergh.

Application Summary

Address:	Lillie Road Fitness Centre Lillie Road London SW6 7PD
Proposal:	Licensing Act - Premises Licence
Case Officer:	Karen Layug

[Click for further information](#)

Customer Details

Name:	Ms Nikki Mansergh
Email:	
Address:	Purcell Crescent London

Comments Details

Commenter Type:	Neighbour
Stance:	Customer objects to the Licensing Application
Reasons for comment:	
Comments:	<p>03/08/2022 4:26 PM I live in Purcell Crescent. I speak on behalf of at least 20 houses on this matter. None of us want the noise to be behind our houses at all. It seems that in the summer we are fair game for any group who wants to party late, with loud music and alcohol disturbing us all.</p> <p>Can you look to having this event in a different park? Perhaps not one bordered with houses, with children trying to sleep etc. I would like to speak to a Councillor or someone who can help us with putting this event somewhere else, away from houses.</p>

Kind regards

From: Nikki Mansergh
Sent: 15 August 2022 18:54
To: Cllr. Adronie Alford
Subject: Oktoberfest

Dear Adronie

I am a neighbour of Richard and Kristina Walton. I am writing to reiterate that the owners and tenants of Purcell Crescent are completely against the Oktoberfest in the Rec.

There was a party on Friday night where people unloaded giant speakers from two cars, and set up the music system. Following that, there was a barbecue (which was an environmental hazard in the circumstances.) they even had a marquee which did absolutely nothing to mitigate the sound.

Finally, another neighbour called the Police at 2.30am who came and broke it all up, and we could all get some sleep.

The detritus left in the park afterwards beggars description and would have been dangerous to dogs, many of whom visit the park several times a day.

This happens all summer in the Rec. Now it seems this Oktoberfest can have their events in the Rec during the Autumn/winter.

Ideally, we would like the Rec locked again at night. I have lived here over 30 years and it was safer all round when the Park was locked.

With best wishes
Nikki Mansergh

REPRESENTATION IN SUPPORT

From: Andy Bell
Sent: 02 August 2022 15:37
To: Overton Adrian: H&F
Subject: Fulham Broadway BID - Oktoberfest Application

Dear Adrian,

I am writing to you on behalf of Fulham Broadway BID regarding the application for an Oktoberfest Event to be held close to the BID area.

Please find attached a letter adding our support to the application.

As a BID area, we have suffered the double impact of not only dealing with the global pandemic, but also the impact of the restrictions placed on Chelsea FC from the government which greatly affected the number of visitors to the area both on matchdays and non-matchdays. We would welcome the opportunity for more visitors to come to our area.

Regards

Andy

Andy Bell
Fulham Broadway BID

*Please see attached letter

Adrian Overton

Licensing Policy & Enforcement Manager

Licensing, The Environment Department

Hammersmith and Fulham Council

2nd August 2022

Dear Adrian,

I am writing on behalf of Fulham Broadway Business Improvement District (BID), to add our support to the application for the Oktoberfest Festival which is being proposed close to the Fulham Broadway BID area.

As you can imagine, there are a large number of businesses who have been affected by the lack of footfall over the past 2 years, with the impact felt more for Fulham Broadway BID businesses with the restrictions placed on Chelsea FC having a negative affect on visitor numbers to the area as well as the impact of COVID-19.

We welcome the opportunity to bring more people to the businesses in our area.

Please keep me informed of the progression of the application.

Regards



Andy Bell

BID Manager

Fulham Broadway BID

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1. THE APPLICATION

On 21 July 2022, Mr Zahid Zaheer (“the applicant”) submitted an application for a new premises licence to be granted in respect of the premises known as Pizza Pronto located at 30 North End Crescent, London W14 8TD.

1.1 Application Requested

The applicant has applied for a new premises licence for the provision of late night refreshment as outlined below:

Late Night Refreshment – Outdoors Only

Monday	23:00 - 02:00
Tuesday	23:00 - 02:00
Wednesday	23:00 - 02:00
Thursday	23:00 - 05:00
Friday	23:00 - 05:00
Saturday	23:00 - 05:00
Sunday	23:00 - 05:00

The opening hours of the premises

Monday	12:00 - 02:00
Tuesday	12:00 - 02:00
Wednesday	12:00 - 02:00
Thursday	12:00 - 05:00
Friday	12:00 - 05:00
Saturday	12:00 - 05:00
Sunday	12:00 - 05:00

A copy of the application form and plan can be seen on pages 141-146 of this report.

1.2 Applicants Operating Schedule

The applicant has proposed a number of additional steps to promote the four licensing objectives if the application is granted. A copy of the proposed conditions can be seen on page 144 of this report.

On 15 August 2022, following correspondence received from the Police, the applicant agreed to add extra conditions to their licence if granted. A copy of this amendment and relevant correspondence can be seen on pages 147-148 of this report.

2. BACKGROUND

The current applicant was granted a time-limited licence for the same premises with reference number 2020/00925/LAPR. A copy of this expired licence can be seen on pages 166-171 of this report.

The main access to the premise's unit is located on North End Crescent. There is a mixture of both residential and commercial premises within the area. A map showing the location of the premises and neighbouring licensed premises can be seen on pages 149-150 of this report.

There are several options for transport away from the area including buses and taxis which run from in and around the North End Road area. West Kensington tube station is a 4-minute walk away and Barons Court tube station is a 10-minute walk away.

3. CONSULTATION

A public notice was displayed at the premises for 28 days. The application was advertised in a local circular and all statutory consultees were notified as required by the Regulations. The Council has served written notice of hearing upon the applicant and all those parties that have made representations in respect of the application.

3.1. Relevant Representations

The licensing section received three representations from local residents objecting to the licence application. A copy of these representations can be seen on pages 151-165 of this report.

4. OTHER INFORMATION

4.1 Enforcement History

There have not been any warnings, simple cautions or prosecutions given in respect of the premises during the past three years.

4.2 Temporary Event Notices ("TENs")

No TENs have been submitted in respect of this premises in the past twelve months.

5. POLICY CONSIDERATIONS

5.1 Section 5 pages 12 and 13 of the Statement of Licensing Policy ("SLP") states that in order to ensure the promotion of the four Licensing Objectives the Licensing Authority will require applicants to detail in their operating schedule:

- the steps proposed to promote the licensing objective of the prevention of crime and disorder on, and in the vicinity of, the premises, having regard to their location, character, condition, the nature and extent of the proposed use and the persons likely to use the premises;
- the steps proposed to ensure the physical safety of people using the relevant premises or place;
- how they intend to prevent nuisance arising, prevent disturbance and protect amenity so far as is appropriate to ensure that the Licensing Objectives are met. Where there is a relevant representation regarding extended hours, the

Licensing Authority will not permit an extension unless it is satisfied that the Licensing Objectives would be met;

- the measures and management controls in place to protect children from harm. Where appropriate a written childcare policy should be available and be incorporated in the induction of staff.

5.2 Policy 3 page 21 of the SLP states that where there is a relevant representation, the Licensing Authority will consider each particular case on its merits having regard in particular to the following matters:

- Whether the licensed activities are likely to have an adverse impact especially on local residents and, if there is potential to have an adverse impact, what, if any, appropriate measures will be put in place to prevent it;
- Whether there will be a substantial increase in the cumulative adverse impact from these or similar activities, on an adjacent residential area;
- Whether there is a suitable level of public transport accessibility to and from the premises at the appropriate times;
- Whether the activity will be likely to lead to a harmful and unmanageable increase in car parking demand in surrounding residential streets suffering high levels of parking stress or on roads forming part of the Strategic London Road Network or the London Bus Priority Network leading to a negative impact on the Licensing Objectives relating to the prevention of crime, disorder, anti-social behaviour (ASB), nuisance and vehicle emissions;
- Whether there have been any representations made by Responsible Authorities, or other relevant agency or representative.

The Licensing Authority will closely scrutinise extended hours applications to ensure that the Licensing Objectives are met. In determining an application the licensing committee might decide that the circumstances are such that a restriction on hours is the only appropriate means to achieve the Licensing Objectives. If an 'hours' restriction is imposed, the Licensing Authority will normally require that customers should be allowed a minimum of thirty minutes to consume alcohol.

To act as a guide for new or existing operators we have set out the suggested closing times for licensed premises below:

Type of premises	Town centres	Mixed use areas	Residential areas
Restaurants and cafes	Fri – Sat 01:30 Mon - Thurs 01:00 Sun – 00:00	Fri – Sat 01:00 Mon - Thurs 00:00 Sun – 23:00	Fri – Sat 23:00 Sun – 22:00
Late night refreshment premises (Take-aways)	Fri – Sat 01:00 Sun – 00:00	Fri – Sat 00:30 Sun – 23:30	Not considered Appropriate

5.3 Policy 4 pages 22 and 23 of the SLP states that in determining an application where there has been a relevant representation the Licensing Authority will, where appropriate, take into account the cumulative effect of the number, type and density of licensed premises already existing in the area. Consideration will be given to the proximity to any drug and alcohol treatment site, A&E department or homeless hostel in a local area type remit ie applicants need to make the case for how they would not increase further problems for residents/clients nearby.

In coming to any decision regarding cumulative impact the Licensing Authority will consider other mechanisms outside of the licensing regime which may also be available to address this issue, these include but are not limited to:

- Police and other enforcement of the normal law concerning disorder and anti-social behaviour.
- Police powers to close down instantly any licensed premises or temporary events on grounds of disorder, the likelihood of disorder or excessive noise emanating from the premises, for up to 24 hours.
- The power of the police, other responsible authorities, a local resident, business or Councillor to seek a review of the licence or certificate in question.
- Police and Local Authority power to issue a Closure Notice for up to 48 hours where serious antisocial behaviour is taking place at licensed premises under the Anti-social Behaviour, Crime and Policing Act 2014.
- To ensure that residents are protected from the negative impact of late-night local licensing activities the Licensing Authority may decide to adopt an Area Specific Cumulative Impact Policy in relation to a specific area; where the number, type and density of premises providing licensable activities is having a serious negative impact on the local community and local amenities.

5.4 Policy 11 page 30 of the SLP states that population densities in this borough are high, with many residential premises located above or in close proximity to licensed premises. This means that the public nuisance and crime and disorder objectives will be of paramount concern when evaluating Operating Schedules. Licensing Committees will place high regard on the control measures put in place by the applicant to ensure that our residents are protected from the potential detrimental effects of any licensed premises.

5.5 Policy 14 pages 32 and 33 of the SLP in relation to delivery services states that the Licensing Authority has concerns with the potential for the following:

- Age verification at both purchase point and delivery point;
- The safety of delivery drivers at the point of delivery;
- Safety of the premises from which orders are taken and sent out for deliver; and,
- Possible public nuisance and anti-social behaviour (ASB) caused by delivery drivers collecting deliveries from the licensed premises.

The Licensing Authority is likely to place the following conditions on to a premises licence for delivery services where it is appropriate and relevant to the individual licence application:

- A standard age verification check shall be undertaken on entering the website.
- A signature at the point of delivery must be obtained. No delivery shall be left without a signature.
- Alcohol shall only be delivered to a residential or business address and not to a public place.

- Every third-party courier delivery box shall be labelled with the words “Age Restricted Product”.
- Any delivery driver or third-party courier will be required to have appropriate age verification training, particularly they will be required to have training in refusal of supply where age verification is not provided.
- A refusals log will be maintained for deliveries.
- Appropriate security will be in place at the premises as agreed with Police.
- Measures for minimising noise and disturbance and anti-social behaviour (ASB) caused by the dispatch of deliveries to be identified in the operating schedule. In particular applicants are expected to consider the use of electric vehicles to minimise air pollution and noise. The Licensing Authority expects that applicants will make arrangements for all deliveries after 8 pm to be made using electric vehicles or non motorised vehicles i.e. bicycles.
- A requirement for a specific delivery collection area to be made clear to any third party delivery service. This area may not be directly outside the licensed premises to take account of any residential accommodation close by or obstructing the pavement/highways.

5.6 Annex 1 pages 35 and 36 of the SLP in relation to the prevention of crime and disorder states licence applicants will be expected to demonstrate the following in their operating schedules:

- g) Conditions will, so far as possible, reflect local crime prevention strategies, and the Licensing Authority will also have regard to the views of the local Crime and Disorder Reduction Partnership.
- h) **Crime and disorder in the vicinity of the premises:** this may include the crime and disorder risks arising from persons queuing to enter the premises; persons exiting the premises and customers smoking eating or drinking in outdoor areas and on the highway outside the premises. This can also include crime arising from pickpockets and bag snatchers, particularly in open spaces or crowded areas where alcohol is being consumed.
- j) **CCTV** - using CCTV inside and/or outside the premises together with appropriate procedures and having staff properly trained to use CCTV equipment.
- k) **dispersal procedures** - establishing appropriate dispersal procedures to minimise the potential for crime and disorder when customers are leaving the premises.
- l) **dealing with and reporting crime and disorder** - training for staff and door security aimed at reducing crime and disorder in the premises and its vicinity and dealing with and reporting incidents if they occur.
- p) **local schemes** – joining and attending local Pubwatch meetings and participating in the Behave or Be Banned Scheme (BOBB) and/or signing up and using the Council’s Safety Net Radio scheme.

5.7 Annex 1 pages 38 to 40 of the SLP in relation to the prevention of public nuisance states that the Licensing Authority will particularly consider the following matters where they are material to the individual application:

- ii. The proximity of residential accommodation;
- iii. The type of use proposed, including the likely numbers of customers, proposed hours of operation and the frequency of activity;
- iv. The steps taken or proposed to be taken by the applicant to prevent noise and vibration escaping from the premises, including music, noise from ventilation

equipment, and human voices. Such measures may include the installation of soundproofing, air conditioning, acoustic lobbies and sound limitation devices;

v. The steps taken or proposed to be taken by the applicant to prevent disturbance by customers arriving at or leaving the premises.

viii. The steps taken or proposed to be taken by the applicant to prevent queuing (either by pedestrian or vehicular traffic). If some queuing is inevitable then queues should be diverted away from neighbouring premises or be otherwise managed to prevent disturbance or obstruction;

ix. The steps taken or proposed to be taken by the applicant to ensure staff leave the premises quietly;

x. The arrangements made or proposed for parking by patrons, and the effect of parking by patrons on local residents;

xi. The provision for public transport in the locality (including taxis and private hire vehicles) for patrons;

xii. The level of likely disturbance from associated vehicular and pedestrian movement to and from the premises;

xiii. The delivery and collection areas and delivery/collection times;

xv. The arrangements for refuse disposal, storage and the prevention/tidying of litter (including fly posters and illegal placards);

xviii. The generation of odour, e.g. from the preparation of food;

xix. Any other relevant activity likely to give rise to nuisance;

xx. Any representations made by the Police, or other relevant agency or representative;

The following provides a non-exhaustive list of risks associated with the public nuisance objective that applicants may want to consider when preparing their Operating Schedule:

j) **Deliveries/collections** – noise from deliveries to and/or collections (e.g. refuse) from the premises are another common source of complaint. Consider the times of such deliveries/collections and make sure you specify to any contractors that deliveries/collections should not be made at anti-social times. As a guide, the Noise and Nuisance Service recommend that deliveries/collections should only be made between the hours of 7:30am and 9:00pm, depending on the proximity of residential and/or other noise sensitive properties.

k) **Late night refreshment** - applicants in respect of late night takeaways should demonstrate that they have assessed the risk of persons congregating in large numbers in the vicinity of their premises. Where appropriate, applicants should demonstrate suitable measures to address this problem.

l) **Light pollution** – this is an increasingly common source of complaint, particularly from illuminated signs and external security lighting. Where provided, illuminated signs should not cause glare to neighbouring properties, ideally being turned off at night, and external lighting should be angled and/or diffused to also prevent nuisance.

m) **Noise and/or vibration** breakout from the provision of regulated entertainment, particularly from (but not limited to) live music – consider what type of entertainment is to be provided, in what room/area of the premises and the suitability of the construction of this room/area to contain sound. Windows are a particular weak-point for noise break-out so consider providing regulated entertainment in a room without windows or with as few windows as possible, particularly windows that face towards nearby 40 residential properties. Where suitable, install a lobby to prevent spillage of noise each time an entrance/exit door is opened.

o) **Odour** – odour from cooking is a common source of complaint, particularly from restaurants and fastfood takeaways. The Council's Noise and Nuisance Service may therefore require evidence that the kitchen ventilation and/or extract systems are regularly maintained and serviced to ensure that it is operating efficiently and with minimal nuisance to neighbours arising from odour and also noise. This includes the siting of BBQs.

p) **Queue management** - establishing appropriate procedures to avoid the need for customers to queue before entering the premises or, where queuing cannot be avoided, to manage queues so as to minimise the potential for crime and disorder or public nuisance by customers who are queuing.

q) **Ventilation** – where regulated entertainment is to be provided there may be a requirement to keep doors and/or windows closed during its provision to limit noise breakout, consider therefore the provision of air conditioning for the comfort of your customers if doors and windows have to be closed during the summer. However, also note air conditioning can be the source of noise complaints in itself, so careful consideration also needs to be given to the siting of this equipment.

r) **Waste** – consider how and where waste will be stored/disposed of at the end of trading hours, particularly if trading until late at night. This is important because the disposal of glass and/or cans to outside bin areas can be very noisy and give rise to complaints, so it may be necessary to store such items and other non-degradable refuse inside the premises until the next trading day. Consideration should also be given to the time of deliveries to minimize disruption to local residents.

s) **Litter** – for example, litter patrols for late night take-away premises

6. DETERMINATION

6.1 In determining this application, the Committee must have regard to the representations and take such of the following steps as it considers necessary for the promotion of the licensing objectives. The steps are:

(a) Grant the application in full

(b) Grant the application in part – modifying the proposed hours, activities or conditions.

(c) Reject the application

It is the Council's duty under the Licensing Act 2003 ("The Act") to determine applications with a view to promoting the four licensing objectives; Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and the Protection of Children from Harm.

In reaching a decision the Council shall consider the details of any relevant representations received; the applicant's Operating Schedule; the Council's adopted Statement of Licensing Policy and the guidance issued by the Secretary of State under section 182 of the Act.

If the Committee is minded to grant the application conditions may be attached to the licence to alleviate the concerns raised through the representations.

Application for a premises licence to be granted under the Licensing Act 2003

Case number 2022/01153/LAPR

Payment transaction reference 256-72822

Amount paid £190

Date submitted 21/07/2022

Are you the applicant or Applicant
their agent?

PREMISES DETAILS

Premises address

30 North End Crescent, London W14 8TD

If the premises could not be found please enter the address here, or if the premises has no address give a detailed description (including the Ordnance Survey references)

Trading name (if any) pizza pronto

Telephone number at the premises (if any) [REDACTED]

Are the premises in the course of construction?

No

Non-domestic rateable value if the premises 12250

Will the premises be exclusively or primarily used for the supply of alcohol for consumption on the premises?

No

APPLICANT DETAILS

I am applying as an individual or individuals

Title Mr

Name Zahid Zaheer

Address [REDACTED]

Date of birth [REDACTED]

Nationality [REDACTED]

Where applicable, your 9 digit sharecode

Daytime/ business telephone number [REDACTED]

Evening/ home telephone number [REDACTED]

Mobile phone number [REDACTED]

Email address [REDACTED]

I confirm that: I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities

Alternative details for correspondence

Contact name (if different from premises user)

Business name

Correspondence address 30 North End Crescent
london
w14 8td

Daytime/ business telephone number

Evening/ home telephone number

Mobile phone number

Email address

OPERATING SCHEDULE

When do you want the premises licence to start?

18/08/2022

If you want the licence to be valid for only a limited period, when do you want it to end?

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend

Please give a general description of the premises.

Pizza Pronto is a takeaway fast food shop, we conduct primarily a delivery only service and have a small seating area suitable for 4 people. Behind our counter, pizza pronto has a silent oven which cooks pizza's and side orders.

What licensable activities do you intend to carry on from the premises?

late night refreshment

HOURS OPEN TO THE PUBLIC

Standard days

Mondays

Start 12:00

Finish 02:00

Tuesdays

Start 12:00

Finish 02:00

Wednesdays

Start 12:00

Finish 02:00

Thursdays

Start 12:00

Finish 05:00

Fridays

Start	12:00
Finish	05:00

Saturdays

Start	12:00
Finish	05:00

Sundays

Start	12:00
Finish	05:00

Please state any seasonal variations

no seasonal variations. Closed for Eid celebrations.

Non standard timings. Where you intend to use the premises at different times to those listed above, please list

we will not be using our license for any other times than stated above

**LATE NIGHT
REFRESHMENT**

Please give further
details here

Pizza pronto is applying to conduct late night delivery only service providing hot food. It will not be playing late night music or serve alcohol at all. Pizza pronto had previously attained a temporary license to conduct its deliveries during late hours. No complaints were made during this time. Pizza pronto will use 3rd party delivery drivers from UberEats, Deliveroo and Justeat. Over time, more and more of these drivers are using electronic bikes.

Will the provision of late night refreshment take place indoors, outdoors or both?

~~Indoors~~ Outdoors

Standard days

Mondays

Start	23:00
Finish	02:00

Tuesdays

Start	23:00
Finish	02:00

Wednesdays

Start	23:00
Finish	02:00

Thursdays

Start	23:00
Finish	05:00

Fridays

Start	23:00
Finish	05:00

Saturdays

Start	23:00
-------	-------

Finish 05:00

Sundays

Start 23:00

Finish 05:00

Please state any seasonal variations

no seasonal variations, closed for Eid.

Non standard timings. Where you intend to use the premises for late night refreshment at different times to those listed above, please list.

we will only use the timings stated above

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Pizza pronto will not conduct any entertainment whatsoever during the licensable times or otherwise. Nor will any music be played during any hours of trade.

Describe the steps you intend to take to promote the licensing objectives

a) General- all four licensing objectives (b,c,d and e)

Pizza Pronto will maintain prevention of crime and disorder, public safety and children from harm as this license will only be used for delivery purposes and no collection customers. The front door will be locked with a sign informing we are closed for collection.

However pizza pronto will need to maintain its noise pollution from its delivery riders at late hours of the night as residential areas are very close to us. approx 100 meters away. This will be maintained by parking directly in front of the shop which is near a busy junction and has parking spaces.

b) The prevention of crime and disorder

closed to the public during the licensable times, only taking delivery platform orders... ubereats, deliveroo & Justeat.

c) Public safety

We will have our front door locked and a sign displaying we are closed for collection.

d) The prevention of public nuisance

maintain its noise pollution from its delivery riders at late hours of the night as residential areas are very close to us. approx 100 meters away. This will be maintained by parking directly in front of the shop which is near a busy junction and has parking spaces.

e) The protection of children from harm

We will maintain protection as we will be closed to the public and additional safe measures are in place including hd camera's that record 24/7.

DECLARATIONS

I have enclosed a plan of the premises

Yes

I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships).

I understand I must now advertise my application

Yes

It is an offence, under section 158 of the Licensing Act 2003, to make a false statement in or in connection with this application. Those who make a false statement may be liable on summary conviction to a fine of any amount.

It is an offence under section 24b of the Immigration Act 1971 for a person to work when they know, or have reasonable cause to believe, that they are disqualified from doing so by reason of their immigration status. Those who employ an adult without leave or who is subject to conditions as to employment will be liable to a civil penalty under section 15 of the Immigration, Asylum And Nationality Act 2006 and pursuant to section 21 of the same act, will be committing an offence where they do so in the knowledge, or with reasonable cause to believe, that the employee is disqualified.

Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK.

I have the consent of any individuals or third parties listed in this form to provide their personal details and I am authorised to submit this application on behalf of all applicants.

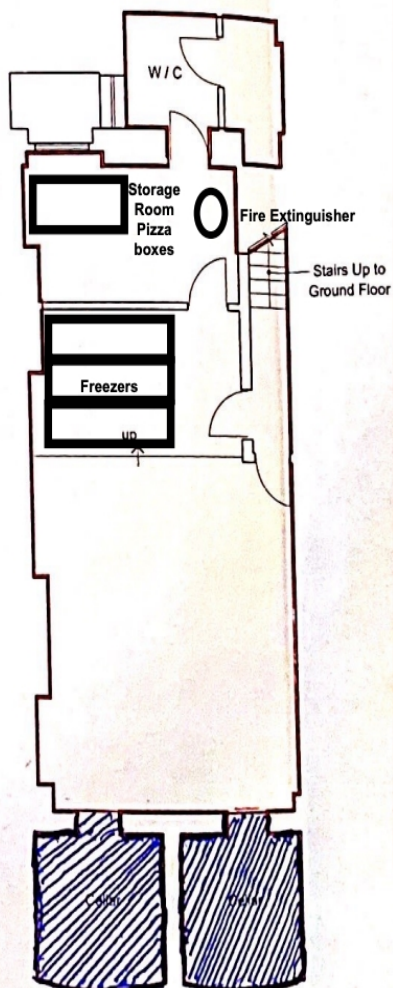
I have read the privacy policy and agree for my details to be used by the council to contact me about this application and any changes to this service that may affect me.

I agree to the above Yes I agree to the above declaration

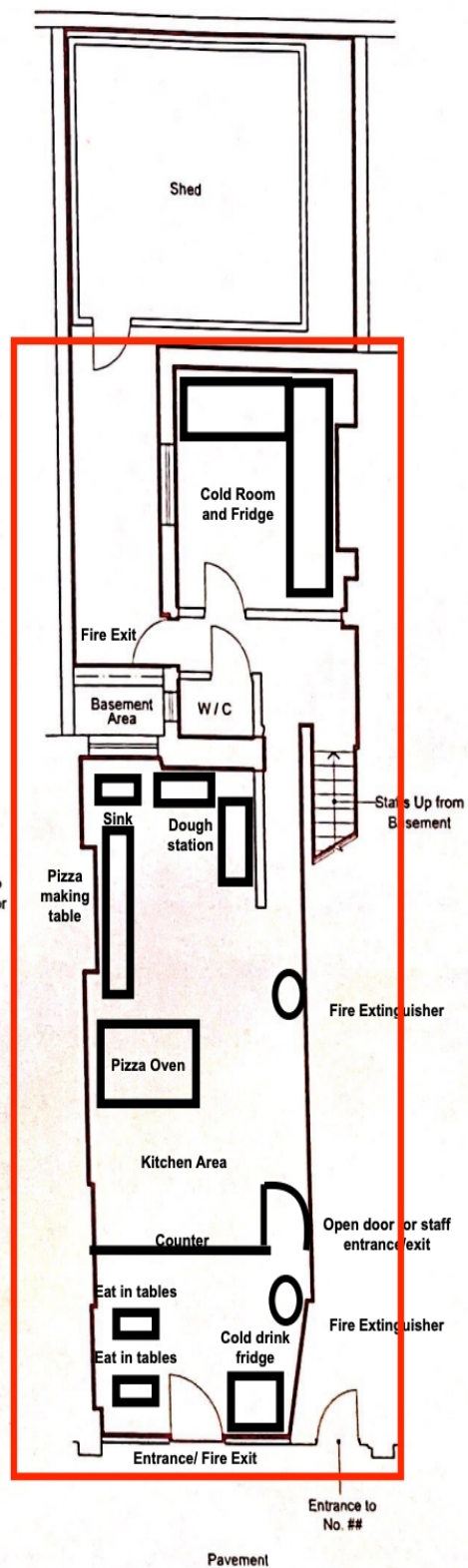
Full name Zahid Zaheer

Capacity

Date 21/07/2022



BASEMENT PLAN
SCALE 1:100



NORTH END CRESCENT
GROUND FLOOR PLAN
SCALE 1:100

From: Kristen Cardwell
Sent: 15 August 2022 10:33
To: Licensing HF: H&F
Cc:
Subject: RE: Pizza Pronto 30 North End Crescent London W14 8TD :- 2022/01153/LAPR

Good Morning Licensing,

Please refer to the conditions agreed (highlighted in red below) between the Police and the applicant for the above application.

Kind regards,

Kris.

Kris Cardwell

Police Constable 3286AW

Licensing Officer - Hammersmith and Fulham (Central West BCU)

Metropolitan Police Service

From: Cardwell Kris J - AW-CU
Sent: 15 August 2022 10:31
To: Pizza Pronto
Cc: Sondh Nicole K - AW-CU
Subject: RE: Pizza Pronto 30 North End Crescent London W14 8TD :- 2022/01153/LAPR

Good Morning Zahid,

Many thanks for confirming the conditions I have proposed.

I will contact the Local Authority who will update your application.

All the best,

Kris.

Kris Cardwell

Police Constable 3286AW

Licensing Officer - Hammersmith and Fulham (Central West BCU)

Metropolitan Police Service

From: Pizza Pronto
Sent: 15 August 2022 10:18
To: Cardwell Kris J - AW-CU
Cc: Sondh Nicole K - AW-CU
Subject: Re: Pizza Pronto 30 North End Crescent London W14 8TD :- 2022/01153/LAPR

Hi Kristen,

I accept these conditions that you have stated above.

Kind regards,

Pizza Pronto

From: Kristen Cardwell
Sent: 10 August 2022 06:18
To: Pizza Pronto
Cc: Sondh Nicole K - AW-CU
Subject: Pizza Pronto 30 North End Crescent London W14 8TD :- 2022/01153/LAPR

Good Afternoon Zahid,

It was good to talk to you earlier today and discuss your business model. As I stated during our conversation, the Police do have concerns when a premises such as yours applies to operate with extended hours purely due to the well evidenced increase in anti-social behaviour or disorder that a premises such as this can bring to an area. To significantly reduce the possibility of any incident taking place, you have confirmed that after 23:00 Sunday-Monday, the premises will operate via a delivery service only. With this in mind, the Police do not object to the hours of licensable activity that you have applied for and agree the following:-

Licensable activities sought
Late night refreshment - outdoors
Mondays- Wednesdays from **23:00-02:00**
Thursdays-Sundays **23:00-05:00**

Proposed opening hours
Mondays- Wednesdays from **23:00-02:00**
Thursdays-Sundays from **23:00-05:00**








I explained that I would also be recommending specific conditions are added to the premises licence to ensure the above takes place. Please look at the following proposed conditions and let me know if you are willing to add these to the premises licence application:-

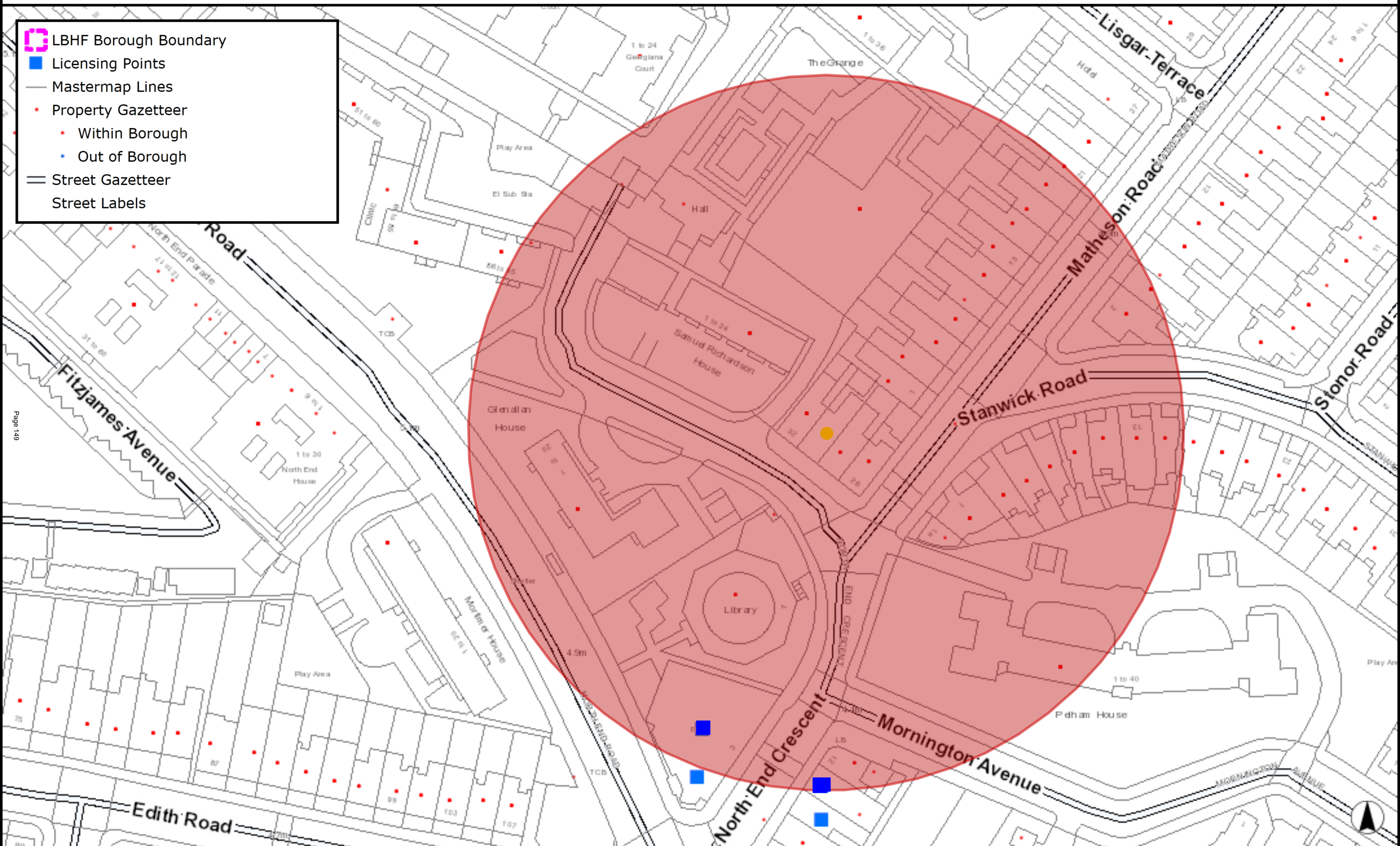
1. After 23:00 Sunday- Monday inclusive, no customers shall be permitted on the premises and all sales will be by delivery only to a bona fide address.
2. Notices shall be prominently displayed at all exits used by delivery drivers requesting them to respect the needs of local residents and leave the area quietly.
3. After 23:00, drivers shall wait inside the premises between deliveries/for deliveries.
4. A notice shall be displayed by the front door stating the restaurant opening hours and that all orders after 23:00hrs Sunday – Monday must be phoned through and are by home delivery only.
5. Delivery drivers/riders will be given clear, written instructions to use their vehicles in a responsible manner so as to not cause nuisance to any residents or generally outside the licensed premises; not to leave engines running when the vehicle is parked; and not to obstruct the highway. The licence holder will positively encourage delivery drivers/riders to use quieter vehicles that are less likely to cause a nuisance such as bicycles.

I look forward to hearing from you,

Kind regards,
Kris Cardwell
Police Constable 3286AW
Licensing Officer - Hammersmith and Fulham (Central West BCU)

London Borough of Hammersmith & Fulham

-  LBHF Borough Boundary
-  Licensing Points
-  Mastermap Lines
-  Property Gazetteer
 -  Within Borough
 -  Out of Borough
-  Street Gazetteer
- Street Labels



Reference	Trading Name	Premises Address	Licensable Activities	Monday to Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2014/01699/LAPR	The Crescent Club	3 North End Crescent London W14 8TG	Performance of Dance		11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 00:00	11:00 - 00:00	11:00 - 22:30
			Performance of Live Music		11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 00:00	11:00 - 00:00	11:00 - 22:30
			Playing of Recorded Music		11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 00:00	11:00 - 00:00	11:00 - 22:30
			Provision of Late Night Refreshment						23:00 - 00:00	23:00 - 00:00	
			Sale of Alcohol On and Off the Premises		11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 23:00	11:00 - 00:00	11:00 - 00:00	11:00 - 22:30
2022/01161/LAPR	AB Bar Limited - Ground Floor	10 North End Crescent London W14 8TQ	Sale of Alcohol On the Premises	12:00 - 22:30							

From: John Skoulding
Sent: 19 August 2022 18:45
To: Licensing HF: H&F ; Overton Adrian: H&F
Cc: John Skoulding
Subject: 2022/01153/LAPR: Pizza Pronto: 30 North End Crescent London W14 8TD - OBJECTION

Dear Licencing Committee Chairperson, Mr Overton, LBHF,

I have today tried three times to submit online the objection set out below using the LBHF public access comments page on the LBHF site. I have either been timed-out or sent an "error" message when I press "submit". Please would you accept this email as my objection submitted within the time limit for comments by members of the public. Please contact me using this email or the number given below should you wish to discuss.

Introduction

For context, most of the roads adjoining or linking to the North End Crescent (NEC) such as the one I live on are fully residential roads. The NEC and NE Road are mixed use semi commercial. My road has 50+ houses on it either occupied by one family or split into flats. Many like myself have young children in our families. We already suffer from issues with vast numbers of delivery and dispatch motorbikes parking at the end of the road (groups of dispatch riders meeting, talking late into the night, littering, urinating, (a constant issue), the incessant sleep-breaking noise of the bikes whizzing along our roads during the sensitive hours of 8pm to 7 am, instances of riders mounting the pavements and even riding along the pavements, the added danger that virtually all of them are L-plate drivers who drive well in excess of the 20 mph speed limit and have had instances where they have hit or scratched the cars parked on the road. In the case of my Road the problem is exacerbated by the fact that dispatch riders constantly use it as a cut through road to access Dawes Road and beyond thereby vastly increasing the number of users well into the night when we are trying to sleep. Congregations of dispatch riders and late-night venues are now sadly linked to drugs with all the unholy alliance of dangers and problems that brings for residents, increased demand for policing, business owners scared to report any of this, street sales of alcohol etc. etc..

The issues here principally relate to hours. In my experience no residents are happy with activity after 23:00 let alone after midnight. I unconditionally oppose this application.

Licensing Objective Prevention of Crime and Disorder

This Applicant has traded until 2am outside permitted hours WITHOUT A LICENCE thereby increasing the demand for delivery drivers and evidencing a blatant disregard for the law and the rules. How can they be trusted? Have the Licensing Authority told the shop to stop trading after 24:00; have the Police?

Pizza Pronto has been trading illegally, without any license at all to serve 'Late Night refreshment' after 24:00. So, 24:00 to 2am is illegal. Their 2am licence expired in December 2021 and should not be re-instated.

Why reward a Premises that has not been upholding the law by granting them a licence for 2am let alone anything later to 5am? Wouldn't it make more sense for the Premises to show that they can work within the law for at least a year or more and then apply for a licence for hours after 23:00? Please would you ask the applicant why they have been operating illegally i.e. after 23:00, without a licence and why he thought he could flaunt the law for so long? Why was this not enforced by the police and the licence authority?

Post COVID, crime in NEC area and North End Road and the immediate surrounding area is rising, unfortunately, not only during the day but also at night; more delivery drivers cause altercations with vehicles and bicycles, cycle altercations, problems at McDonalds (open till midnight) including robberies witnessed by families with children are becoming too common, again. Residents on the Next-Door app report these unfortunate incidences, all too regularly. Dispatch drivers often argue amongst themselves and have been seen stealing food from the very outlets that you are seeking to licence. All of this is anti-social behaviour and is precisely what residents expect the local authorities to crack down on. Why else invest in the area and pay the council tax?

Licensing Objective The Prevention of Public Nuisance

A licence until 2am or 5 am will add to the ongoing problems in and around NEC and NE Road at late night hours. 30 NEC is very near residential properties, with several directly above as well as across the road and so would harm the amenities of these properties because of noise and disturbance, particularly late at night, generated by customers and delivery drivers entering and leaving both the Premises itself and neighbouring residential side streets where customers are likely to park their vehicles and delivery drivers congregate. We are all, and children, are entitled to a good night's sleep. Increased late night activity (including deliveries, refuse collections, dispatch riders none of whom have electric bikes) directly put this at risk. Please ask the applicant what assessment have they carried out on the impact of extended hours on local residents and, in particular, the right to sleep? What specific protections for residents are they putting in place?

What assessment has Pizza Pronto made of the impact on residents? Residents are genuinely concerned about "commercial creep" i.e. if one is allowed it then all applicants will be. In no time at all there could be multiple late-night outlets driving higher and higher volumes of business dependant on hundreds of dispatch riders speeding around Fulham & Hammersmith with greater levels of noise and disruption. Where does the Committee intend to draw the line and recognise residents' rights and concerns? What specific measure are they signing up to – only using all electric dispatch vehicles and motorbikes in line with LBHF's green climate initiative, no commercial deliveries or refuse collections after 8pm and before 8 am? How do residents and the community benefit from a pizza outlet operating to 5am? How does that sit with the drive of LBHF to improve the area, quieten noise, attract daytime businesses and footfall, and promote a clean green environment?

Two principal points are (1) that there is no plan generally or specifically within the LBHF to promote the night-time economy in the residential areas around NEC and the NE Road and (2) the Council is making great strides in improving North End Road during daytime hours through traffic calming measures such as 'parklets', wider pedestrian pavements, and improved facilities for market traders; the emphasis of these North End Road improvements is solely on daytime commercial activity. The night-time economy is not at all addressed in the Council's plans for North End Road, most likely because no one at the Council envisions NEC, North End Road, from Fulham Road up to Lillie Road and the NE Road beyond the A4, becoming a 'late night' or even all-night destination. Local councillors are on record as supporting this position. The late-night economy will fuel the delivery and emissions economies and residential London and right to a good night's sleep will be significantly impaired and effectively lost forever.

If the Licensing Sub-Committee is minded to grant a License at this time, we ask for it to be for no later than 24:00 so effectively I would ask you to reject this application. The precedent for this is the decision on 28 June to reject the application of Selekt Chicken, 349 NE Road (2022/00813).

As to conditions please be realistic:

- 1 dispatch drivers and other customers rarely read signs or notices;
- 2 will the CCTV camera cover indoor and outdoor activity? How many times have Pizza Pronto reported an incident to the police?
- 3 How many drivers can the premises accommodate? There is virtually no standing room for drivers. The owners will not want dispatch riders inside as this puts customers off coming in. Congregating outside the site is a public nuisance. The proposal is just not feasible given the space.
- 4 How will positive encouragement of quieter vehicles work? No incentive to do that, they neither care nor can enforce this – but can we have specific actions that the Applicant must demonstrate are effective? I am open to hear about the reality of what is being proposed – real, measurable, recordable conditions.

Best regards and thank you.

John Skoulding

From: John Skoulding
Sent: 23 August 2022 17:37
To: Dimitriou Maria: H&F
Cc: John Skoulding
Subject: RE: 2022/01153/LAPR: Pizza Pronto: 30 North End Crescent London W14 8TD - OBJECTION

Dear Maria

Many thanks for your email and for the confirmation regarding my representation.

Apologies for the delay in responding – I am currently away travelling and crossing time zones so am only reading emails intermittently.

My full address is Tournay Road, Fulham London SW6 7UF. However, I would stress that there are strong commonalities between all these applications in our area and areas of common interest to residents whether they are the immediately proximate or slightly less proximate. For example, the delivery/dispatch economy means that these businesses thrive on being able to deliver within a 20-minute radius from their site (as stressed in all their advertising). My road is easily within a 5-minute ride from this applicant's site let alone 10 or 20 so I would argue that we are all impacted by the by the services that they rely on to make and fulfil sales. Further, if hours are agreed, licences granted or conditions set or not for sites "close to" where I live then this sets a clear precedent which will impact residents and businesses closer to where I live and in particular businesses my then seek to argue that beneficial terms should apply/not be denied to them.

Thanks again for your email.

Best regards

John Skoulding

From: Charlotte Dexter
Sent: 19 August 2022 19:15
To: Dimitriou Maria: H&F
Cc: Licensing HF: H&F
Subject: 2022/01153/LAPR: Pizza Pronto: 30 North End Crescent London W14 8TD
Licence for the provision of Late Night Refreshment Outdoors

To: maria.dimitriou@lbhf.gov.uk
cc: Licensing@lbhf.gov.uk

Date: Aug 19, 2022

deadline 23:59 Fri 19 Aug

ref: **2022/01153/LAPR: Pizza Pronto: 30 North End Crescent London W14 8TD
requesting a Licence for the provision of Late Night Refreshment Outdoors**

Opening hours being applied for Mon, Tues, Wed 12:00 - 02:00; Thurs, Fri, Sat, Sun 12:00-05:00

Dear Licensing Officers, LBHF

I am opposed to this licensing application and respectfully submit that the Licensing Sub-Committee must seriously consider its appropriateness, for several reasons.
I reserve my right to comment further on this application.

Prevention of Crime; the first Licensing Objective

Operating illegally since 14 December 2021

This Premises sells pizza, as their name implies, at a quick pace, as the word 'pronto' implies. They deliver to a wide area, including my road.
Pizza Pronto on North End Crescent is just off the North End Road. Thousands of deliveries a week emanate from North End Road and its smaller offshoot backwaters, such as North End Crescent.

I understand that Pizza Pronto was granted a License for ONE YEAR, 2020/00925/LAPR for the Provision of Late Night Refreshment until 2am, granted by the LBHF Lic Sub-Committee, on 14 Dec 2020₁, expired on 13 Dec 2021₁, over eight months ago (today being 19 Aug).

I am very concerned that Pizza Pronto have taken a rather casual approach to the LBHF Licensing Policy and the 2003 Licensing Act, and, in fact, since 14 December 2021, they continue to operate and deliver until what was their Terminal Hour of 02:00 and sometimes even beyond this time. This concerns me greatly, as a resident who lives anywhere connected with the North End Road (North End Crescent is just off the North End Road); I live at the southern end of the North End Road.

I note that 2020/00925/LAPR is missing from the Licensing Register at this time, but understand that the Lic Authority is working on updating the Register with the correct decision history (not updated as of 19 Aug 2022). Apparently, this decision is recorded on the Agenda & Decisions archive for 14 December 2020.

What is still not clear: Why was Pizza Pronto granted a licence on 14 Dec 2020 for only one year? Had they been operating illegally before that date, for some time, and the Sub-Committee decided to give them a chance to prove themselves, thus granting one-year rather

than the usual 'forever' licence? I hope that the Sub-Committee is able to learn the full history and reasons behind the 14 Dec 2020 decision.

The facts are clear: Pizza Pronto has been operating since 14 December 2021, until at least 02:00 and sometimes later, without a License for 'Late Night Refreshment', or any licence, for that matter.

Definitions: I think that I understand correctly that such a Late Night Refreshment License is necessary for a Premises preparing and selling hot food, using the terminology of either 'Indoors' or 'Outdoors' (similar to 'on the Premises' or 'off the Premises' when referring to alcohol licenses—which we are not referring to here), between any of the the hours between 23:00 and 05:00 (those hours to be granted by the LBHF Lic Authority) I also understand that more recently Pizza Pronto has been operating until 00:00 (midnight) but perhaps later—apparently since making this Application being considered now, namely 2022/01153/LAPR.

They need a licence to serve Late Night Refreshment, for any hours after 23:00. They don't have one.

They are preparing food and delivering after 23:00; they might be serving food indoors, after 23:00, at the 4 spaces mentioned in the Application.

This means that they are operating illegally, and have been, since their one-year licence expired on 13 December 2021.

How could the Sub-Committee entertain the granting of a Late Night Refreshment Licence to a Premises that clearly does not take the law and obligations of a Premises seriously? It could be that the Applicant is still unaware of the licensing law, even though he is the Applicant and it sounds like he runs the business. He has filled out applications, now twice (maybe even more if we learn the full history), and surely he has at least read the LBHF Licensing Policy and perhaps taken a course, as well as a refresher course to familiarize himself with his obligations under the 2003 Lic Act. There are also online trainings and a wealth of knowledge out there on the net.

Would it be possible for the Licencing Sub-Committee to consider suggesting to the Premises that they need to roll back to the Terminal Hour of 23:15 (thus stopping all deliveries by 22:45), for at least a year or more to prove to the Council that Pizza Pronto are a serious business that wish to start working within the law. It would help to make things very clear if the opening hour were also stated clearly, perhaps for his requested 12:00? In other words, not from 05:00.

Why no enforcement?

I am very concerned that neither the Responsible Authority the Licensing Authority nor the Responsible Authority the Metropolitan Licensing Police have not properly enforced this crime of operating without the correct licence and in fact operating without any licence.

I am also confused by what I believe is a very concerning lack of due diligence regarding this application. The history is important but it is missing and only came to light almost by chance.

North End Road redevelopment and opening/closing hours envisioned:

I understand and greet the fact that North End Road is being redeveloped and enhanced, with great effort by the Council, to support the daytime historic street market and shops/medical services/other daily services/cafes/eateries economy, and an early evening restaurant/cafe scene up and down this important artery/long road in our borough; the Council's vision is not to develop a Night Time Economy along the North End Road and environs. This was emphasised very clearly by the Deputy Leader, speaking in his role as Councillor on

behalf of his Lillie Ward, only a few weeks ago at a Licensing Hearing on 27 July regarding a similar Application on North End Road.

I am glad that the Sub-Committee had the opportunity to hear the explanation of intent regarding North End Road and environs, by Councillor Coleman.

Of course, neither should we compare that application with this application, nor draw specific conclusions from one licensing application to the other; each application must be considered on its own merits, or lack thereof.

Operating illegally has consequences; as well, offenses under the 2003 Licensing Act

Under the Licensing Act, "It is an offence for anyone knowingly or recklessly to make a false statement in connection with a Licence Application. The maximum fine on summary conviction is unlimited." This is stated directly in the blue notice that the Applicant himself/herself, must post on his Premises window for those who know to look out for such, and it is noted in the advertisement that they must submit to a local print newspaper; as well it is on the Application and the signature of the Application acknowledges it when signing.

The Application gives the impression that this is a new Premises or a Premises that has only been operating until 23:00 and so until making this 'new' Application it did NOT need a Late Night Refreshment License. This is not the truth. In actual fact, the Premises has been operating as clearly set out above in my opening paragraphs, first with a one-year Licence, since 12 December 2020, but since 14 December 2021 until 02:00, without any licence. One might conclude that the Licence lapsed and a new one was not applied for. I also now read in the former application of 2020 that the owner mentions he had been in business already for 10 years; it is unclear what the hours were during those 10 years, ie was he serving or delivering after 23:00?

I am not an expert, and the Licensing Sub-Committee will surely know better than I do, but clearly the 2003 Act sets out various offenses regarding operating without a licence: I quote Part 7,

Part 7

Offences

Unauthorised licensable activities

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Unauthorised licensable activities

(1)

A person commits an offence if—

(a)

he carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation, or

(b)

he knowingly allows a licensable activity to be so carried on

My sense is that Pizza Pronto has yet to embrace the severity of the unauthorized licensable activities that they have undertaken for the past 8 months.

Conclusion:

I suggest that the Application must be rejected by the LBHF Licensing Sub-Committee and clear guidelines set out by the Lic Authority for Pizza Pronto, as far as that is legally allowed (probably not unless the hour is after 23:00) regarding hours to work within to prove that Pizza Pronto is ready to work within the law, rather than be a law unto itself.

If a licence is granted:

As is always the case, we are obliged to mention the following; should the Sub-Committee decide to grant a License to this operator who has undertaken unauthorized licensable activities for over eight months, could they please take into consideration the following:

The Applicant is applying for Mon, Tues, Wed 12:00 - 02:00; Thurs, Fri, Sat, Sun 12:00-05:00

1) 'Day creep'—

it seems that Thursday, has become the new Friday, with regard to hours granted on licenses. Thursday is a school night, just as are Sunday, Monday, Tuesday and Wednesday. Thursday should not be lumped in with Friday and Saturday, ie for which the Sub-Committee sometimes grants later, specific hours for, Friday and Saturday.

The Applicant is applying for 5am on Thurs, Fri, Sat, Sun.

Could the Sub-Comm please consider latest 23:15 on Fri and Sat only and 23:00 on Sun, Mon, Tues, Wed, Thurs.

If I understand things correctly, a License for Late Night Refreshment (hot food only) is only granted and Conditions only set if the License is for time after 23:00.

2) Protecting children from Harm; the fourth Licensing Objective and Prevention of Noise and Nuisance, the third Lic Obj

'Hours creep':

The Application is asking for 2am on Mon, Tues, Wed and 5am on Thurs, Fri, Sat and Sun.

Why is there so much concern about later and later hours, so-called 'hours creep', for hot food providers, ie after 23:00, near any part of the long North End Road? Mainly because the North End Road, with small roads around it like North End Crescent, has residential dwellings above shops, beside shops, sometimes even underneath shops, around shops and everywhere; a very large Samuel Lewis Trust estate is right across from this Premises address; hundreds of children in there trying to get a good night's sleep for next day's school time.

The Delivery Economy is changing our mainly residents roads dramatically, most residents believe for the worse, with many vehicle accidents and even deaths, as we see in the media all too often. Delivery drivers have one goal; pushing the 'sale completed' button on their handset as quickly as possible—this means driving at great speed, driving dangerously, driving on pavements, jumping or using cycle-only pathways, creating rat-runs, jumping traffic lights where there are no enforcement cameras, helped by Google Maps and the Waze app, of course; and let's remember that 98 percent of these sales runs are through 100 percent residential roads.

Being awoken by noisy delivery scooters, door bells ringing/ delivery guys banging and knocking to get attention for that final sale button to be pushed by the delivery driver, electronic beeps, doors shutting, arguments between recipient and driver etc... being awoken unnecessarily can cause psychological harm to children (and adults for that matter!). Sleep deprivation is harmful. It is also pure and simple noise nuisance.

Again, could the Sub-Comm please consider latest 23:15 on Fri and Sat only and 23:00 on Sun, Mon, Tues, Wed, Thurs.

3) Public Safety; the second Lic Obj:

CCTV cameras. The applicant mentions one and we wonder if more are not needed. The entire area up around his shop is famous for unfortunate things like drug dealing. Surely more CCTV should be in place to protect the shop and the employees and to be able to cooperate with the Police and the Council at all times as a lot happens there and a lot passes by there.

4) further considerations—

The Applicant mentions that he has 'a small seating area suitable for 4 people' but that he will have a sign up for 'no collections' by which I assume he means 'only collections by designated drivers; please order online for delivery to your residence or business address'. Is that correct?

The Applicant has NOT applied for 'Indoors' in his Application Operating Schedule.

Also, because I just now 16:00 Fri 19th Aug) have sight of the previous application, I see that Pizza Pronto was allowing 'collections' until 21:30, so could the Sub-Committee ascertain if that has actually changed?

In short, no more collections by the public at any time?

No one will be coming in to eat indoors at the 'small seating area suitable for 4 people'?

If the Applicant plans on a few people being allowed to come inside to eat, where do they order, in store or technically by phone? He needs to add to his application the words 'Indoors', correct?

From what I can ascertain, customers planning to eat inside certainly would not order online because this shop does not have its own ordering system; it only has online/app orders through Deliveroo, UberEats and JustEat. Were a customer to order online or on an app, and come in store to sit down and eat, this would cost the shop 30 percent of the order price, or even more. Perhaps the Applicant still takes credit card payments, or cash payments for such situations?

Is he serving food to some customers who actually come into his shop, or not (this would be 'Indoors' in Late Night Refreshment (hot food only) Licensing parlance)? The Application **2022/01153/LAPR** in the Licensing Register, under Additional Information, states:

"New premises licence for a takeaway fast food shop. Licensable activities sought Late night refreshment - outdoors Mondays- Wednesdays from 23:00--2:00 Thursdays-Sundays 23:00-05:00 Proposed opening hours Mondays- Wednesdays from 23:00--2:00 Thursdays-Sundays from 23:00-05:00"

I find the word 'takeaway' to be confusing in this context. Takeaway by whom? Traditionally, 'takeaway' refers to a customer placing an order and going physically to the shop to collect the food, or sometimes takeaway offered delivery as well. Traditionally, delivery refers to a customer placing an order and paying for that order in advance directly to the shop, via credit card, and someone else delivering that order to the customer. Long ago, delivery drivers collected cash for payment but that was very high risk. Times have moved on.

The hybrid now is that the order as well as the sale and the delivery are actually transacted via The Third Party Economy through third-party companies such as Deliveroo, UberEats and Just Eats. A shop contracts out just about all its contractual obligations with a customer to a third party.

The customer opens his Deliveroo app on his phone and places an order for a pizza from Pizza Pronto (in the background, the customer's address and credit card details are verified and live/ ready to be used by the Deliveroo app and its network).

The Deliveroo processing terminal in the Pizza Pronto shop rolls out this customer's order on a screen or on a paper receipt. The pizza is prepared/cooked/packaged up and, almost by magic, a Deliveroo driver appears 'just in time' for that very order, to wiz the pizza as quickly as poss to the customer's residential or business address. When the order is handed over to the customer, and the customer signs his signature on the driver's phone/ tablet or interface/gadget, the sale is finally complete and the credit card transaction takes place. The sale no longer takes place in the Premises; much to consider here regarding the Premises elongating itself through the physical journey of the sale down through residential roads, in the

hands of a third party who has taken over some, most or all of the licensing obligations of the Premises.

--Should drivers be allowed inside to sit at these four seats or not? Is this even allowed due to health and safety (rather soiled clothing is a given, for instance)?

Could that please be stipulated in Conditions so that it is clear to everyone and should he put up signs to explain this clearly to drivers? "Drivers wait at door only" Or "No drivers to sit down", or "Seating is for drivers only"

5) Prevention of Nuisance:the third Lic Obj

--Clearing litter in front of his shop. It is helpful if this is a condition set out to be done quickly a few times a day. It was mentioned in the first application round of 2020 (which I just was able to find online this afternoon 19 Aug 2022) as a big problem in front of this shop and the area around the shop. A helpful Condition, and log book for the same, could go a long way to improving the litter situation.

—only delivering to a known residential or business address. This has now become a condition in the pool of conditions, I believe. Could this please be conditioned to avoid nuisance in parks, at bus stands, in alleyways and other unaddressed places where people gather for good or other intentions.

—only silent bicycles or silent electric two-wheelers to avoid causing 'emissions nuisance', AT ANY TIME, at all hours of delivery. This would go a long way in supporting LBHF's year 2030 visions and zero emissions goals.

Thank you for your attention to my concerns,

Charlotte Dexter
Barclay Road
London SW6 1EJ

From: Andy Clarke
Sent: 18 August 2022 19:19
To: Licensing HF: H&F
Cc: Overton Adrian: H&F
Subject: Pizza Pronto (2022/01153/LAPR) letter of objection

2022/01153/LAPR
Licensing Act - Premises Licence
Pizza Pronto, 30 North End Crescent, London W14 8TD

We are writing to you to object to the above licensing application. We were unable to submit these objections through your online portal because they were over the 5000 character limit. We would be grateful if you could acknowledge receipt of this letter of objection. Please do not hesitate to contact us if you have any questions.

Regards,
Andrew Clarke and Grethe Mitchell
Edith Villas
London
W14 9AB

CURRENT LETTER OF OBJECTION (2022/01153/LAPR)

We are residents of Edith Villas, a residential street very close to Pizza Pronto, and are **writing to you to object to the above licencing application**. This is the second time within two years that we have had to object to a licencing application for this property (Pizza Pronto). We wrote to you previously regarding their application 2020/00925/LAPR (which was granted with a time limit and other constraints).

For ease of reference, we have included our previous letter of objection below. For the avoidance of doubt, please note that these previous objections still stand and should therefore be included when considering the current licencing application. In addition, we have expanded on some points and added further objections. We would also like to highlight, with some concern, that we were not notified automatically of this application – either as local residents or as objectors to a previous application at the same address.

We are likewise concerned that the previous (2020) licencing application is not included on the “related record” tab when viewing the current (2022) application in your licencing portal. In addition, it is not possible to find this previous licencing application when searching by postcode, address, or even by the licencing reference number itself.

Please explain why the previous licencing application is not linked or searchable from the portal. We are concerned that this causes a lack of transparency and accountability as it prevents local residents who are concerned about the current licencing application from seeing the full application history of the property and the previous constraints applied to it. We are likewise concerned that it is happening to other applications within the system.

Our objections to the above application are detailed below and in our letter of objection to the previous application (which is included below and which also forms part of our objections in this letter).

The decision letter for the previous application restricted opening hours to 11pm and allowed extended opening (to 2am) on Friday, Saturday and Sunday only. These extended hours were restricted to delivery riders only (no walk-in/over the counter service) and further restrictions were placed on the licence, such as requiring the use of electric delivery bikes only. The licence for the extended hours was granted for one year only.

The extension being requested is excessive (too long and over too many days) and will cause substantial disruption to local residents. Moreover, it is inappropriate – particularly in a high-density residential area – for the current application to treat 2am as normal opening hours,

rather than an exceptional late-night extension for the weekend. As we understand it, the application also omits the current restriction that service after 11pm is to delivery riders only – as local residents, we object to this and to the addition of outdoor refreshment.

We object to the application and to removing this restriction on the following grounds: noise, crime, anti-social behaviour, increased waste and disruption to a residential area. A late-night fast-food outlet will encourage all of the above and with current cuts in resources, crime and complaints about noise and anti-social behaviour cannot be adequately policed by LBHF and/or the Metropolitan Police.

We therefore urge the licencing committee to refuse this application.

Noise

Pizza Pronto is situated in a high-density residential area that is already vulnerable to noise from existing outlets and shops, and from traffic that uses North End Crescent, North End Road and surrounding area as a rat run. Allowing late-night activity at Pizza Pronto for 4 nights of the week will dramatically increase the noise levels in the area as it will attract cars, motorbikes, scooters and groups of people to the locality.

Whilst there may be a place for the “late-night economy” in city centres, it is inappropriate for a residential neighbourhood such as the location of Pizza Pronto. Allowing an extension to 5am would mean that the opening hours at the weekend will, within the space of two years, have been extended by 6 hours (from 11pm until 5am).

We also object to Sunday being included in the weekend as late-night activity and noise on Sunday disrupts residents and their children who need to be at work and school on Mondays. We also note, with some concern, that Thursday is now being treated in this (and other) licencing applications as part of the weekend – as this ignores the adverse impact that extending the “weekend” will have on local residents who also have to go to school and work the next day.

The current application seems to seek a licence to provide outdoor refreshment. As local residents, we insist that this is refused completely – as it will exacerbate any problems with noise disruption and the late-night loitering that goes hand in hand with anti-social behaviour.

Crime and anti-social behaviour

A late opening fast-food outlet will encourage loitering, crime and the consumption of alcohol in public spaces (streets and pavements) of this residential neighbourhood. The area already has a drug-dealing problem with North End Crescent (including the council properties and their grounds, surrounding alleyways and passages, and the area around the library) being an area where dealers and their clients congregate and meet up. The provision of late-night fast-food in this area will provide a magnet for drug-dealing and drug-buying. A late-night fast-food outlet will also encourage consumption of alcohol out on the street late at night, with associated anti-social behaviour (aggression and loud raucous behaviour, litter, urinating etc). Rough sleepers (already a problem in the ward) will be attracted to the area.

A further extension to 5am (on four days of the week) is excessive and will only contribute further to the problems mentioned above (noise, crime, anti-social behaviour, increased waste).

Waste

Fast-food outlets generate a lot of increased waste both in terms of litter (from customers) and in terms of an attraction of vermin. These place additional strain on hard-stretched council resources in terms of cleaning and eradication. The increase of litter and vermin also contribute to downgrading and further disrupting this residential neighbourhood.

Concentration of fast-food outlets and delivery-only business

In my previous email, we highlighted the high concentration of fast-food takeaways in this area – which includes two other pizza takeaways (Domino’s and Fresh Pizza) within 150m radius of Pizza Pronto. There are a further two a short distance down North End Road. Restaurant outlets are also planned for the Olympia development.

Given the concentration of fast-food takeaways in the local area, I am concerned that granting any late-night licence to Pizza Pronto would create a precedent and that other establishments in the area would want (and have grounds) to follow suit.

A takeaway restaurant which is operating as a viable ongoing business and generating sufficient “over the counter” trade should not require such substantially extended operating hours.

Our concern is that Pizza Pronto is not seeking to operate as a bona-fide neighbourhood restaurant, but is instead seeking to extend its hours so as to operate as a predominantly take-out outlet for transient trade and deliveries, which is open at all hours. This type of activity is evidently inappropriate for a residential neighbourhood – for the reasons already explained above.

There is also the additional concern that Pizza Pronto is moving towards being a “dark kitchen” which will focus predominantly on delivery orders through the night for its business.

A “dark kitchen” has no need to operate out of a quiet residential street as the deliveries could be done from anywhere. For instance, the nearby Domino’s closes at 11pm and does all of its deliveries out of Shepherd’s Bush branch. It may therefore be that Pizza Pronto is merely capitalising on the locality (a side street where it is easy to park vehicles) to increase their late-night deliveries and transient trade at the expense of the well-being of residents – instead of being a genuine neighbourhood restaurant.

If that is the case, and Pizza Pronto operates predominantly as a “dark kitchen”, there is no need for the owners to worry about its external appearance or its relationship with nearby residents and the neighbourhood – as it relies on remote customers who order online without seeing (or being bothered by) the actual establishment. The local residents will have the disruption of delivery riders/drivers without the benefit of a pleasant local restaurant that contributes positively to the urban landscape.

The proposed opening hours (to 5am) makes it a relatively small step to 24-hour operation – something that all local residents are likely to vehemently oppose.

We would also strongly urge the licencing committee to refuse the extension in its entirety, rather than regarding an extension to (say) 2am as being an acceptable compromise. Any compromise solution should take into consideration the disruption to local residents in terms of noise, anti-social behaviour, increased waste and crime – and the possibility that the application asked for 5am in the hope that a compromise like 2am would then be accepted.

Disruption caused by delivery riders

The number of delivery riders has grown exponentially since the previous licencing application – and so has the disruption caused by them. This has exacerbated many of the points made in my original letter of objection (included below).

Although the number of delivery orders has grown, so has the number of riders/drivers, and these are now competing more aggressively for orders and delivery time. It is now common to see scores of delivery riders parked outside (or near to) a takeaway restaurant so that they can be the first in line when an order comes in (the delivery matching software seems to prioritise riders who can collect the quickest which favours those loitering outside). These communities of waiting riders seem to develop their own social scene based on shared language, background, or circumstances.

If Pizza Pronto is one of the few local takeaways still taking delivery orders between midnight and 5am, it will naturally become one of these “congregation spots” – and this is inappropriate in a quiet residential street as it will cause a substantial late-night disruption to local residents. In our original letter of objection, we also mentioned the danger of delivery riders taking illegal shortcuts and riding in a way which is a danger to pedestrians. This danger has also grown substantially since 2020. We have seen a substantial increase in the number of delivery riders (both on mopeds and electric bikes) who are using the Edith Villas cul de sac as a shortcut to West Cromwell Road – they ride to the end of the cul de sac, then go up the kerb and over the pavement to reach Cromwell Road as this allows them to miss out the traffic light at the junction of North End Road. The mopeds will then ride along Cromwell Road, but most electric bikes will use the narrow pavement which leads over the railway bridge to Tesco (Warwick

Road). The number of electric delivery bikes taking this route (and the speed that they travel) has made pavements in the area a significant danger to pedestrians.

The following account by one of us (Andrew Clarke) highlights the problem:

On one occasion, I was hit by a delivery rider riding on the pavement taking this route – and can therefore offer a first-hand account of how difficult it is to make a complaint about a hit-and-run incident and how untraceable and unaccountable these riders are. I was walking back from Tesco's in the early evening when I was hit by a delivery rider riding at full speed on the pavement. They did not stop, but I had a record of the location, time and company so I made a complaint about dangerous riding. Although I provided the time/location of the incident, they first wanted the name and ID of the rider involved – and I naturally did not have this as it was a hit-and-run incident. I pursued the complaint further, but was told that they did not have any logged in riders in the location at the time – even though they were in Deliveroo livery and clearly riding quickly to/from a delivery.

The previous licencing application placed operating restrictions on the licence including the use of electric bikes only. It is unclear what is done to confirm or enforce this rule (or whether it can be enforced) – particularly as local residents (and presumably the council) will not know which riders in the nearby area are travelling to/from this takeaway or be able to identify individual riders by name/ID (or company, if they are riding an unmarked/hired scooter and not using a branded bag/jacket).

Accountability of "Pizza Pronto" business

In our previous licencing application, we highlighted the “revolving door” of ownership of this business – with the corresponding lack of transparency of ownership and accountability – and this seems to have continued.

A search of Companies House reveals that, in recent years, there have been at least six companies registered at the Pizza Pronto address (30 North End Crescent): Pizza Pronto (Kensington) Limited (09667856); Gandhi Foods Ltd (10651754); Pizza Pronto (Hammersmith) Limited (10328179); Pronto Pizza (Hammersmith) Limited (11476050); Tacoland Limited (13876569); and Pronto Pizza W14 Ltd (14016677). In addition, there may have been others companies involved in the Pizza Pronto business which were not registered at the address.

Pronto Pizza (Hammersmith) Limited (11476050) was dissolved in 24/12/19 and the two most recent companies at this address have only recently been incorporated: Tacoland Limited (13876569) was set up in 27/1/22 and Pronto Pizza W14 Ltd (14016677) was set up on 31/3/22. As a result, it is unclear who was operating the Pizza Pronto business between 24/12/19 and the current date – and which (if any) of the two current limited companies would be legally responsible for the business going forward.

There is no explanation for the high turnover of ownership and companies for what is a small and straightforward pizza takeaway. I am very concerned that the licence application is being made in the name of one business – and then, once granted, will be transferred to another with no track record in this local area.

PREVIOUS LETTER OF OBJECTION (2020/00925/LAPR)

Licensing Act - Premises Licence 2020/00925/LAPR

Premises: Pizza Pronto 30 North End Crescent London W14 8TD

Received: 15/10/2020

Validated: 20/10/2020

Applicant: Mr Zahid Zaheer

30 North End Crescent

London

W14 8TD

Details: New premises licence

We are a local residents who live in Edith Villas, a residential street only a few hundred metres from the Pizza Pronto. We are writing to object to the above application for a new premises licence.

We are making our objection on four main grounds. These are:

1. The impact on the surrounding residential area
2. The impact on other restaurants
3. The disruption caused by delivery riders
4. The accountability of the takeaway owners and the sustainability of the business

Impact on a residential area

As a general rule, we believe that the council should not grant licences for late night delivery to fast food outlets based in residential areas. If someone is ordering a pizza at 2am, it can come from any location - the business does not have to be in a residential area as it could come from an industrial or commercial centre just as easily. For instance, the Domino's Pizza in North End Parade closes at 11pm and late deliveries to this area are covered by their Shepherd's Bush branch (which delivers to 2am only from Friday to Sunday).

We are also concerned that granting a late night licence for deliveries from this takeaway outlet will create a precedent that others nearby will wish to follow. The number of takeaway outlets in this residential area is already too high. In addition to the applicant (Pizza Pronto), there are at least four other takeaway outlets within a five minute walk (Domino's Pizza, Chicken Shack, Fresh Pizza, Chicken Cottage). I am very concerned about the disruption to this residential area if they all start late night delivery.

Takeaway outlets contribute to an increase in street litter and waste, as well as to an increase in noise from delivery drivers. Given the already high incidence of takeaway outlets in this area, there does not appear to be any justification for increasing the trading hours.

Moreover, it seems unlikely that the council will be able to enforce at all times the rule that only delivery drivers will be catered for after 11pm. It therefore seems likely that there will be an increase in vehicle traffic and an increase in people congregating outside once it becomes known that takeaway is available from the premises until 2am. This late night activity will adversely impact on the character and quality of life of this residential neighbourhood.

Impact on other restaurants

Takeaway outlets adversely impact on table service restaurants. I believe that the local council has a moral obligation to ensure the survival of these sit-down restaurants which form the heart of the local community and they should not be sacrificed in favour of takeaway outlets. The situation has been exacerbated by COVID which has had a severe impact on the hospitality industry, particularly restaurants which rely upon table service rather than takeaway trade. COVID restrictions have allowed takeaway outlets to thrive. I believe that the council should maintain a "level playing field" and should not allow takeaway outlets to expand their operations while sit-down restaurants in the same area are struggling.

Disruption caused by delivery riders

The current level of deliveries already causes disruption to local residents. We live in Edith Villas, a nearby cul de sac, and regularly have delivery riders which speed along this street and drive up and over the pavement onto West Cromwell Road - using it as a shortcut to avoid the traffic lights at the junction of West Cromwell Road and North End Road.

It is common for these fast food outlets to operate a number of their own delivery riders (in addition to those from Deliveroo, Uber Eats, etc). When the restaurant is closed, these will be parked outside or nearby and this is becoming a serious issue in the area (where parking is very limited) as an increasing number of resident's parking spaces are taken up by these mopeds.

The Domino's Pizza in North End Road has at least a dozen mopeds outside its doors, which occupies the space of two or three cars. The smaller takeaways, such as Pizza Pronto, may only operate a couple of mopeds, but these are often parked with no consideration for other residents so that they reserve for the maximum space outside for when the takeaway is open.

There is a widespread issue with the disruption caused by delivery drivers congregating near busy restaurants and a number of councils both within London and outside the capital have taken steps to crack down on this. This is particularly an issue in residential areas.

<https://inews.co.uk/news/uk/westminster-council-threatens-crackdown-delivery-app-drivers-109912>

We understand that the issue arises when a restaurant accepts orders from delivery services (Uber Eats, etc) which are beyond its capacity. Riders will arrive when the order is placed, but then have to wait outside for the food to be ready. This can lead to large crowds of delivery riders congregating in the street. I am concerned this this will occur outside Pizza Pronto as it is a small takeaway and will, if this licence is granted, be one of the few that is open at 2am. We do not think that there is any benefit in limiting the licence to deliveries on cycles or electric scooters. As I outline above, the issues is not just with the noise of the delivery vehicles - it is also from delivery drivers congregating in the area. In addition, the riders of cycles and electric vehicles (particularly scooters) are more inclined than mopeds take shortcuts on the pavement and this leads to an increased danger to pedestrians.

Accountability and sustainability of "Pizza Pronto"

A cursory search of details for this takeaway outlet suggests that there has been a "revolving door" of ownership which appears to have involved at least four limited companies in the space of four years. This does not bode well for the sustainability of the business or the transparency and accountability of its management.

Originally "Pizza Pronto (Kensington) Limited" was registered at this address (30 North End Crescent). However, this company was dissolved in December 2017. A second company - "Gandhi Foods Ltd" - was set up at this address for an overlapping period (incorporated March 2017 and dissolved August 2018). Following this, a third company - "Pizza Pronto (Hammersmith) Limited" - was set up with its offices at this address. This was incorporated in July 2018, and so overlaps briefly with "Gandhi Foods Ltd". As "Pizza Pronto (Hammersmith) Limited" was dissolved in December 2019, it is unclear who currently owns and operates this takeaway outlet.

It is also unclear why the ownership of this takeaway has changed so frequently, but this is something that the licencing committee may wish to look into - or take into consideration when making their decision about the current application.

Andrew Clarke and Grethe Mitchell
Edith Villas
London
W14 9AB

Licensing Act 2003

Premises Licence



Premises Licence Number: 2020/00925/LAPR

Part 1 – Premises details

Postal address of premises, or if none, OS map reference or description of the premises

Pizza Pronto
30 North End Crescent

Post town: London

Post code: W14 8TD

Telephone: 020 7371 1945

Where the licence is time limited the dates:

From 14.12.2020 to 13.12.2021

Licensable activities authorised by the licence:

Provision of Late Night Refreshment -Outdoors Only

The licence authorises the carrying out of the following licensable activities on the days and at the times specified below:

Provision of Late Night Refreshment	-Outdoors Only
Monday	23:00 - 00:30
Tuesday	23:00 - 00:30
Wednesday	23:00 - 00:30
Thursday	23:00 - 01:00
Friday	23:00 - 01:00
Saturday	23:00 - 01:00
Sunday	23:00 - 00:30

The opening hours of the premises:

Monday	12:00 - 23:00
Tuesday	12:00 - 23:00
Wednesday	12:00 - 23:00
Thursday	12:00 - 23:00
Friday	12:00 - 23:00
Saturday	12:00 - 23:00
Sunday	12:00 - 23:00

Where the licence authorises supplies of alcohol whether these are on and/or off supplies:

Not Applicable

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:

Mr Zahid Zaheer
30 North End Crescent
London
W14 8TD

Email:

Telephone:

Registered number of holder, for example company number, charity number (where applicable):

Not Applicable

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:

Not Applicable

Annex 1 – Mandatory Conditions

Annex 2 – Conditions consistent with the operating Schedule

1. The premises shall be closed to members of the public after 23:00 hours. Late night refreshment to be provided by delivery only.

Annex 3 – Conditions attached after a hearing by the licensing authority

2. After 23:00 only electric vehicles shall be used for delivery.

3. Signs shall be prominently displayed in the outside area reminding the people who are collecting items for delivery that there are residents living nearby and instructing them to respect the neighbours and to conduct their behaviour accordingly.

4. A telephone number for the premises, or a responsible member of staff on duty, shall be displayed so that it is visible from the public highway for members of the public to lodge complaints.

5. The record of complaints shall be kept for 12 months from the date of the last record made and shall be available for inspection on demand by the police or an authorised officer of the Licensing Authority at all times the premises are open.

6. A responsible member of staff shall carry out proactive litter patrols outside the premises at least once a day throughout the premises' opening hours and specifically at the end of trading hours to ensure that there is no litter and any such litter found shall be collected and returned to the premises for disposal with the premises' normal waste / refuse collection.

7. Signs shall be prominently displayed at all the customers entrance doors informing customers that after 23:00 the Premises will operate a delivery only service and that the Premises will be closed for customers.

Signed: 
Authorised Officer

Date: 14.12.2020

Annex 4- Plans:

Please insert plan at page 5

Licensing Act 2003

Premises Licence



Premises Licence Summary

Premises Licence Number: 2020/00925/LAPR

Premises details

Postal address of premises, or if none, OS map reference or description of the premises

Pizza Pronto
30 North End Crescent

Post town: London

Post code: W14 8TD

Telephone: 020 7371 1945

Where the licence is time limited the dates:

From 14.12.2020 to 13.12.2021

Licensable activities authorised by the licence:

Provision of Late Night Refreshment -Outdoors Only

The licence authorises the carrying out of the following licensable activities on the days and at the times specified below:

Provision of Late Night Refreshment -Outdoors Only	
Monday	23:00 - 00:30
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Friday	12:00 - 23:00
Saturday	12:00 - 23:00
Sunday	12:00 - 23:00

Where the licence authorises supplies of alcohol whether these are on and/or off supplies:

Not Applicable

Name, (registered) address, of holder of premises licence:

Mr Zahid Zaheer
30 North End Crescent
London
W14 8TD

Registered number of holder, for example company number, charity number (where applicable):

Not Applicable

Name of designated premises supervisor where the premises licence authorises the supply of alcohol:

Not Applicable

State whether access to the premises by children is restricted or prohibited:

No Restrictions

Signed: 
Authorised Officer

Date: 14.12.2020